5133756/02

VALOR FIRES

INSTALLER AND OWNER GUIDE

Model 541

ROOM SEALED RADIANT / CONVECTOR
GAS FIRE

Fitted with one of the following fascia.

Camden, Seattle, Sonnet or Ultimate.

(GC No. 32-032-64)

CE

We trust that this guide gives sufficient details to enable this appliance to be installed and maintained satisfactorily. However, if further information is required, our **Valor Fires Technical Helpline** will be pleased to help.
Telephone **0844 8711 565** (National call rates apply in the United Kingdom).
In the Republic of Ireland
Telephone **0044 844 8711 565.**

BAXI • VALOR • WONDERFIRE

INSTALLER: Please leave this guide with the owner

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THIS APPLIANCE IS FOR USE WITH NATURAL GAS (G20).

UNDER NO CIRCUMSTANCES IS THIS FIRE TO BE CONVERTED TO LPG. AN LPG KIT DOES NOT EXIST FOR THIS GAS FIRE.

THIS APPLIANCE IS SUITABLE ONLY FOR INSTALLATION IN THE UNITED KINGDOM (GB) AND THE REPUBLIC OF IRELAND (IE).

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VALOR FIRES

Valor Fires, Erdington, Birmingham B24 9QP
www.firesandstoves.co.uk

Because our policy is one of constant development and improvement, details may vary slightly from those given in this publication

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Safety First.

Valor Fires fires are CE Approved and designed to meet the appropriate British Standards and Safety Marks.

Quality and Excellence.

All Valor Fires fires are manufactured to the highest standards of quality and excellence and are manufactured under a BS EN ISO 9001 quality system accepted by the British Standards Institute.

The Highest Standards

Valor Fires is a member of SBGI and HHIC (Heating and Hot water Industry Council) that work to ensure high standards of safety, quality and performance.

HEATING & HOTWATER INDUSTRY COUNCIL

Careful Installation

This gas fires must be installed by a competent GAS SAFE REGISTER engineer (GAS SAFE REGISTER or CORGI engineer outside of UK) in accordance with our installer guide and should not be fitted directly on to a carpet.

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INSTALLER GUIDE

FOR OWNER GUIDE SEE PAGES 40 TO 51

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INSTALLER GUIDE

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1. SAFETY

Installer

Before continuing any further with the installation of this appliance please read the following guide to manual handling:

- The approximate lifting weight (kg) of this appliance is as below:

Model	Heat Engine inc. ceramics	Fascia	Fire front	Combined Weight
Camden	12.75	1.31	0.95	15.01
Seattle	12.75	1.31	0.95	15.01
Sonnet	12.75	1.31	3.65*	17.71
Ultimate	12.75	1.31	3.65*	17.71

* This weight is based on the heaviest casting which is Brass. Black or Chrome castings may be lighter depending upon the method and manufacture and materials used.

- One person should be sufficient to lift the fire. If for any reason this weight is considered too heavy then obtain assistance.
- When lifting always keep your back straight. Bend your legs and not your back.
- Avoid twisting at the waist. It is better to reposition your feet.
- Avoid upper body/top heavy bending. Do not lean forward or sideways whilst handling the fire.
- Always grip with the palm of the hand. Do not use the tips of fingers for support.
- Always keep the fire as close to the body as possible. This will minimise the cantilever action.
- Use gloves to provide additional grip.
- Always use assistance if required.

This product uses a fuel effect, a burner compartment rear wall and gaskets containing Refractory Ceramic Fibres (RCF), which are man-made vitreous silicate fibres. Excessive exposure to these materials may cause irritation to eyes, skin and respiratory tract. Consequently, it is important to take care when handling these articles to ensure that the release of dust is kept to a minimum. To ensure that the release of fibres from these RCF articles is kept to a minimum, during installation and servicing we recommend that you use a HEPA filtered vacuum to remove any dust and soot accumulated in and around the fire before and after working on the fire. When replacing these articles we recommend that the replaced items are not broken up, but are sealed within a heavy duty polythene bag, clearly labelled as RCF waste. RCF waste is classed

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as a stable, non-reactive hazardous waste and may be disposed at a landfill licensed to accept such waste. Protective clothing is not required when handling these articles, but we recommend you follow the normal hygiene rules of not smoking, eating or drinking in the work area and always wash your hands before eating or drinking. This appliance does not contain any component manufactured from asbestos or asbestos related products.

2. APPLIANCE DATA AND EFFICIENCY

2.1 General information.

Under no circumstances is this fire to be converted to LPG. An LPG conversion kit does **not** exist for this gas fire.

Gas	Natural
Inlet pressure	20mbar
Input - Max. (Gross)	3.65kW (12,454 Btu/h)
Input - Min. (Gross)	1.5kW (5,118 Btu/h)
Inlet pressure (Cold)	20.0 ± 1.0mbar (8.0 ± 0.4in w.g.)
Gas connection	8mm pipe
Main burner	Simplex aerated
Burner injector	Cat. 92 size 280
Pilot unit	Left side of firebox. Combined pilot jet, thermocouple sensor and electrode. SIT ref. NGOP9706
Ignition	Integral piezo on gas valve.
Aeration adjustment	None required
Controls	Manual pilot and main burner off/on control (Right control). Separate variable manual control for main burner (Left control). Fitted with flame supervision device and integral piezo igniter.
Walls	Minimum 102mm (4in.) thick. Maximum 660mm (26in.) thick.

The appliance information label is located on a plate at the base of the fire. This can be seen by removing the lower front casting / fire front.

Before continuing with the installation of this appliance please complete the information on the last pages of the owner guide.

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2.2 Efficiency.

The efficiency of this appliance has been measured as specified in BS EN 613 and the result is as below:

Model	**Efficiency % (Gross)**
541	76

The gross calorific value of the fuel has been used for this efficiency calculation. The test data from which it has been calculated has been certified by Advantica Certification services (0087). The efficiency value may be used in the UK Government's Standard Assessment Procedure (SAP) for energy rating of dwellings.

The conversion of **net** efficiency to **gross** was achieved by multiplying the net efficiency by the following conversion factor from Table E3 of SAP 2005, rounding down to the nearest whole number.

Gas	Conversion factor from **net** to **gross** efficiency
Natural Gas	0.901

3. LIST OF AVAILABLE KITS

Description	**Part number**
• Spacer kit (5 inch)	0595121
• Spacer kit (3 inch)	0595131
• Timber frame Flue Clearance kit. This kit includes : -	0583141

1 off Insulation for rear of fire.
1 off Flue clearance sleeve.
1 off Drip collar.
1 off External wall plate.

Under no circumstances is the fire to be recessed into timber frame constructions. For timber framed installations see section 8.

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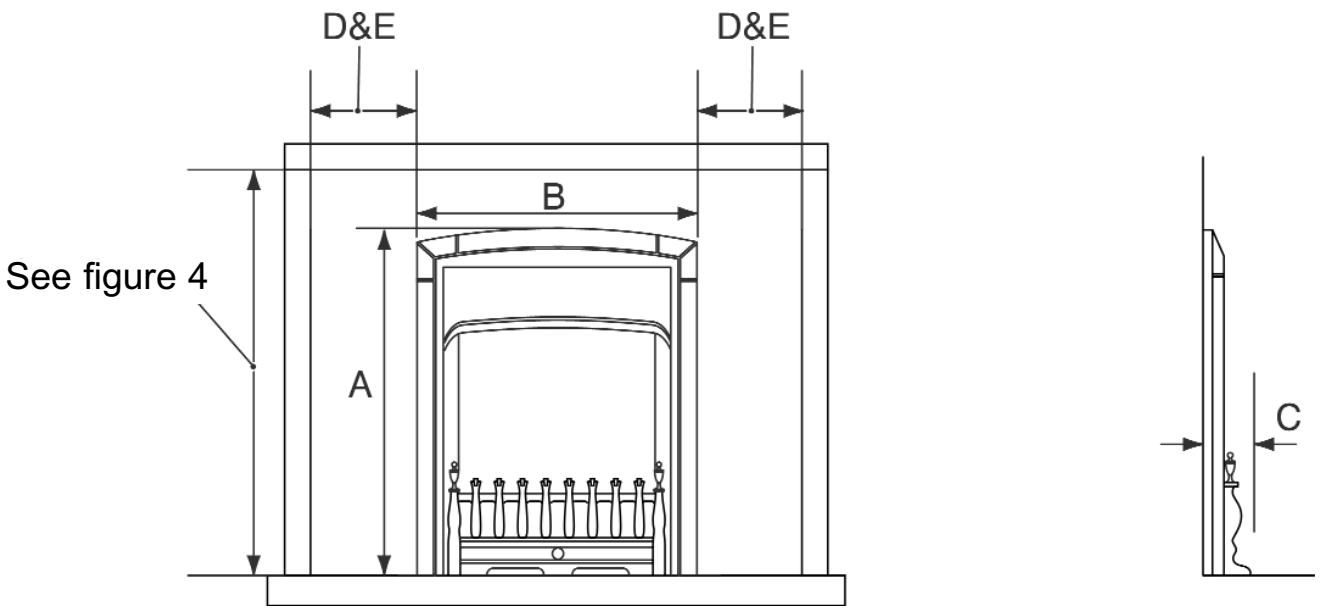
4. APPLIANCE AND RECESS DIMENSIONS

This appliance must not be recessed into a combustible wall.



Key	Description	Model	
		Ultimate & Sonnet	Camden & Seattle
A	Appliance height (mm)	607	607
B	Appliance width (mm)	487	487
C	Appliance depth into room (mm)	140	172
D	Minimum **mandatory** clearance to **combustible** surfaces projecting beyond the front of appliance (mm).	102	102
E	**Recommended** clearance to **non-combustible** surfaces for access purposes (mm).	51	51

Figure 1. Appliance dimensions and clearances (Fire dimensions are subject to manufacturing deviation) Fascia may differ from that shown

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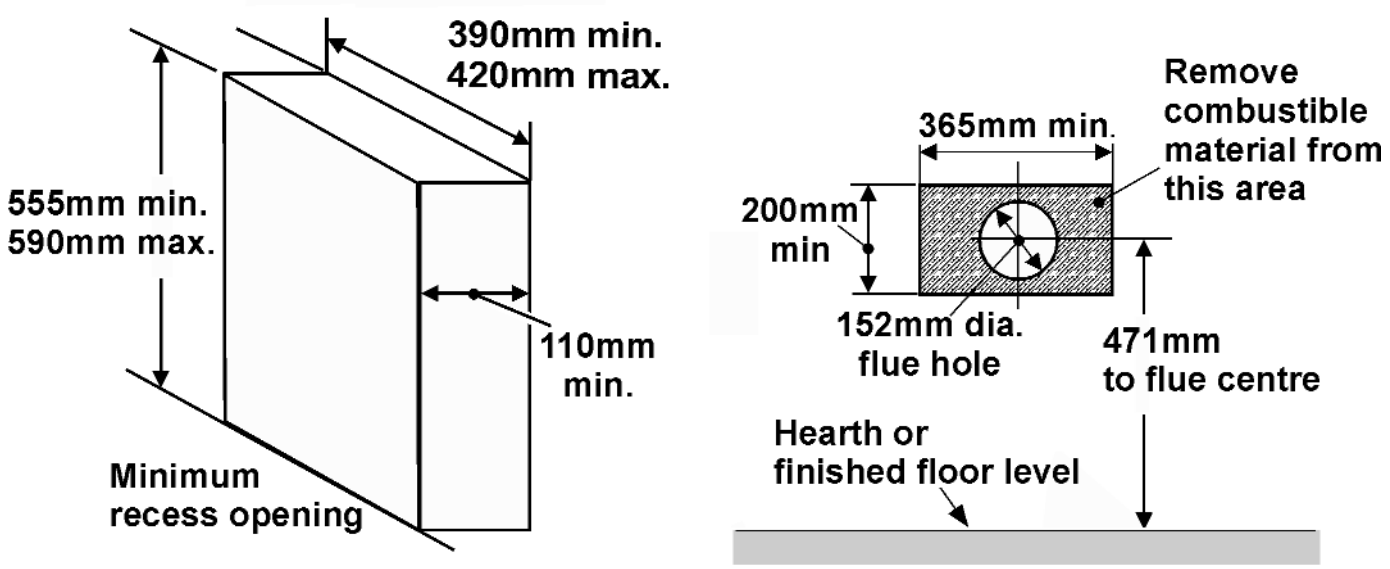

Figure 2. Recess and flue hole dimensions

5. GENERAL INSTALLATION REQUIREMENTS

5.1 Regulations, Standards and Law.

The installation must be in accordance with this guide.

For the user's protection, in the United Kingdom it is the law that all gas appliances are installed by competent persons in accordance with the current edition of the Gas Safety (Installation and Use) Regulations. Failure to install the appliance correctly could lead to prosecution. GAS SAFE REGISTER and CORGI require their members to work to recognised standards.

In the United Kingdom the installation must also be in accordance with:

All the relevant parts of local regulations.

The relevant parts of the current editions of the following British Standards:-

BS 5440 Part 1- Installation of flues

BS 5871 Part 1- Installation - Gas fires

BS 6891- Installation of low pressure gas pipework of up to 35mm (R1 ¼) in domestic premises (2nd family gas) - specification.

- In England and Wales, the current edition of the Building Regulations issued by the Department of the Environment and the Welsh Office.
- In Scotland, the current edition of the Building Standards (Scotland) Regulations issued by the Scottish Executive.
- In Northern Ireland, the current edition of the Building regulations (Northern Ireland) issued by the Department of the Environment for Northern Ireland.
- In the republic of Ireland the installation must be carried out by a competent person and also conform to the relevant parts of:

a) The current edition of IS 813 "Domestic Gas Installations"

b) All relevant national and local rules in force.

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Where no specific instructions are given, reference should be made to the relevant British Standard Code of Practice.

5.1.1 Considerations for timber framed buildings.
Installation to a timber-framed building should be in accordance with the relevant sections of The Institute of Gas Engineers publication IGE/UP/7 “Gas installations in timber frame buildings”.
Please note that advice should be sought before installing in a timber frame building since the alterations required may nullify any NHBC cover relating to the property. If in doubt, guidance should be requested from your local authority planning or building department.
Under no circumstances is the fire to be recessed into timber frame constructions. **For timber framed installations see section 8.**

5.2 Ventilation requirements.
No special ventilation bricks or vents are required into the room containing the appliance.

5.3 Fireguard requirements.
A fireguard complying with BS 8423 should be fitted for the protection of young children, the elderly, the infirm and pet animals.

5.4 Room considerations.
5.4.1 This appliance can be installed in any room which contains a bath, shower or where steam is regularly present.

5.4.2 Note that soft wall coverings (e.g. embossed vinyl etc.) are easily affected by heat. They may therefore, scorch or become discoloured when close to a heating appliance. Please bear this in mind when installing.

5.4.3 It is advisable that combustible fabrics such as curtains are not fitted above the fire. If, however, this is unavoidable, the extreme bottom edge of the fabric must be at least 780mm above the top surface of the hearth or finished floor.

5.5 Fireplace preparation.
5.5.1 The front face of the fireplace should be reasonably flat over the area covered by the convection box top and side flange seals to ensure good sealing. These faces should be made good if necessary. The fireplace floor should be reasonably flat to ensure that a good seal with the convection box can be made.

5.5.2 A hole 152mm (6in) dia. is required through the wall for the flue unit. The height of the hole centre is shown in figure 2 and on the wall-fixing template supplied with the appliance.

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5.5.3 Combustible cladding.
If the fire is to be fitted against a wall with combustible cladding, the cladding must be removed from the area shown in figure 3.

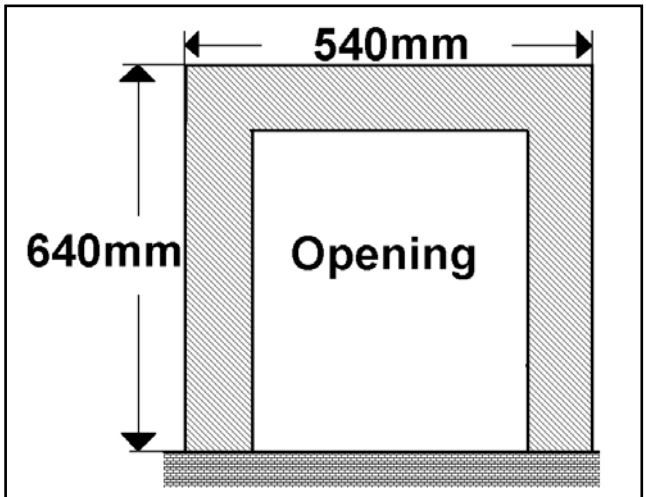

Figure 3. Area to be free of combustible cladding.

5.6 The surround.
The appliance can be fitted to a purpose made proprietary class “O” 150°C surround. We recommend that the surround manufacturer is contacted to confirm compatibility.

5.7 Hearth / plinth requirements.
For installations that are elevated and recessed.
Models fitted with a fire front or fire front casting set shall have a hearth / plinth fitted. The minimum depth of the hearth / plinth from the fixing plane of the fire is recommended as below.

Model	Minimum Depth (mm)
Sonnet & Ultimate	160
Camden & Seattle	192

On models with fire front casting sets this is necessary to support the ‘ash pan’ casting. The hearth / plinth will minimise the visibility of the heat engine components.

For installations that are not elevated.
This appliance does not require a non-combustible hearth. It can be installed on any hard surface. This surface should be level and sufficiently flat to enable the bottom of the fascia / fire front / castings to be aligned horizontally. Any unevenness (Uneven tiles, Cotswold stone etc.) should be rectified.
The appliance must not stand on carpet or other textured surfaces which may interfere with the flow of convection air through the bottom of the appliance.
The floor surface that must be free of carpets, rugs or other fabric coverings should be at least as wide as the appliance fascia and project forward at least 300mm from the rear wall. In order to prevent carpet etc. being placed within this area, we strongly recommend that the appliance is installed on a raised hearth or that the periphery of this area is bordered by a fender.

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5.8 Fireplace clearances.

The minimum height from the base of the fire to the underside of any shelf made from wood or other combustible materials is as follows:-

- *For a shelf up to 150mm deep*
  Minimum height = 780mm.
- *For a shelf deeper than 150mm*
  780mm + 12.5mm for every 25mm depth over 150mm.

(See figure 4)

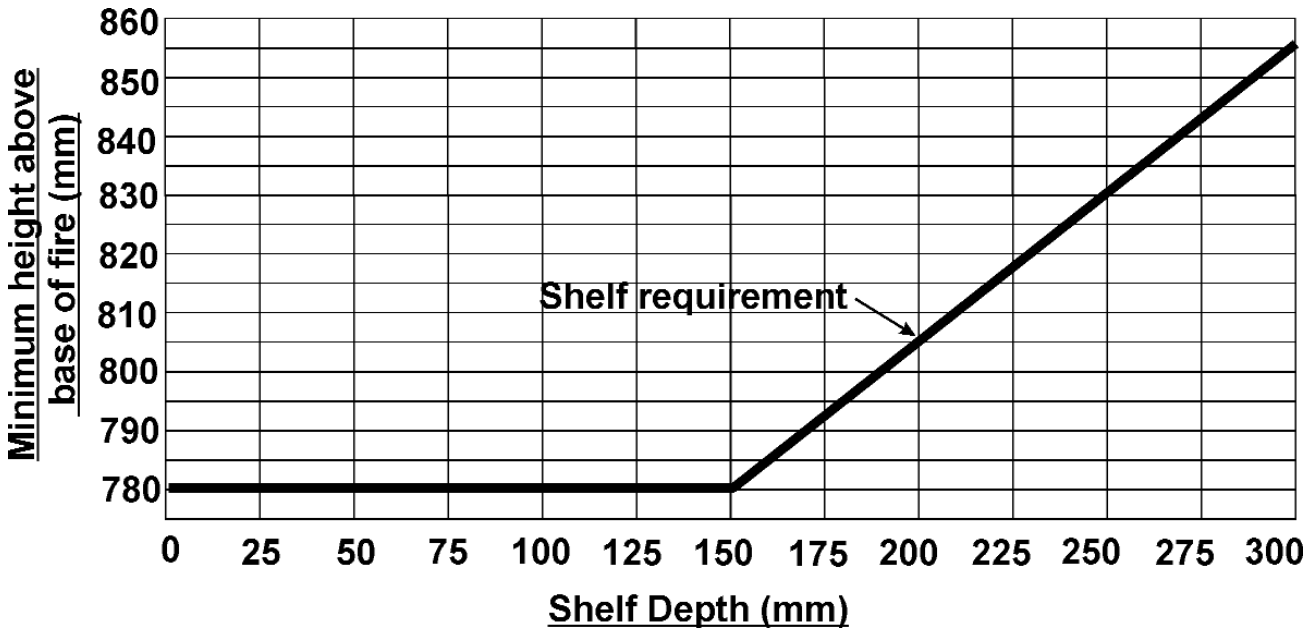

Figure 4. Combustible shelf clearances.

There is no restriction on the position or depth of non-combustible projections for all normal installations. Installation into an unusually tightly restricted recess, however, could cause the temperature of the appliance surfaces to become unacceptably high.

5.8.2 A minimum clearance of 51mm should be maintained at each side of the fire for servicing access.
Any combustible side wall or other combustible projection must be at least 102mm clear from direct exposure to the radiant surface of the appliance unless suitably protected.

5.9 Installation options.

5.9.1 The appliance can be installed into the following:

a) A minimum 4.5in rebate surround or Valor Fires 5in. spacer kit Part No 0595121. Where either of these are mounted to a combustible wall make sure that there is no combustible material or combustible cladding in the area indicated on the wall fixing template.

b) A 2in rebate surround in conjunction with the Valor Fires 3in. spacer kit Part No 0595131. Where the surround is mounted to a combustible wall make sure that there is no combustible material or combustible cladding in the area indicated on the wall-

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fixing template.

c) Recessed into a builder's opening or cavity of a non- combustible wall. The cavity can be elevated. The minimum cavity size is shown in figure 2. A lintel may be required above the recess opening. If in doubt seek expert building advice. Lintel construction details are given in section 8 of this guide. **This appliance must not be recessed into a combustible wall.**

5.9.2 A concealed gas supply connection can be made through the rear left panel. Visible front connection can be from the left or right side.

5.10 Terminal guard and terminal clearances.

5.10.1 A terminal guard is supplied with this appliance.

In England and Wales the Building Regulations require a terminal guard to be fitted if the terminal could come into contact with people near the building or be subject to damage.

In the republic of Ireland the installation must also conform to the relevant parts of the current edition of IS 813 "Domestic Gas Installations"

We recommend that the guard is fitted where contact with or damage to the terminal is possible even if regulations do not demand it.

5.10.2 Minimum allowable distances from the terminal are shown in figures 5 and 6.

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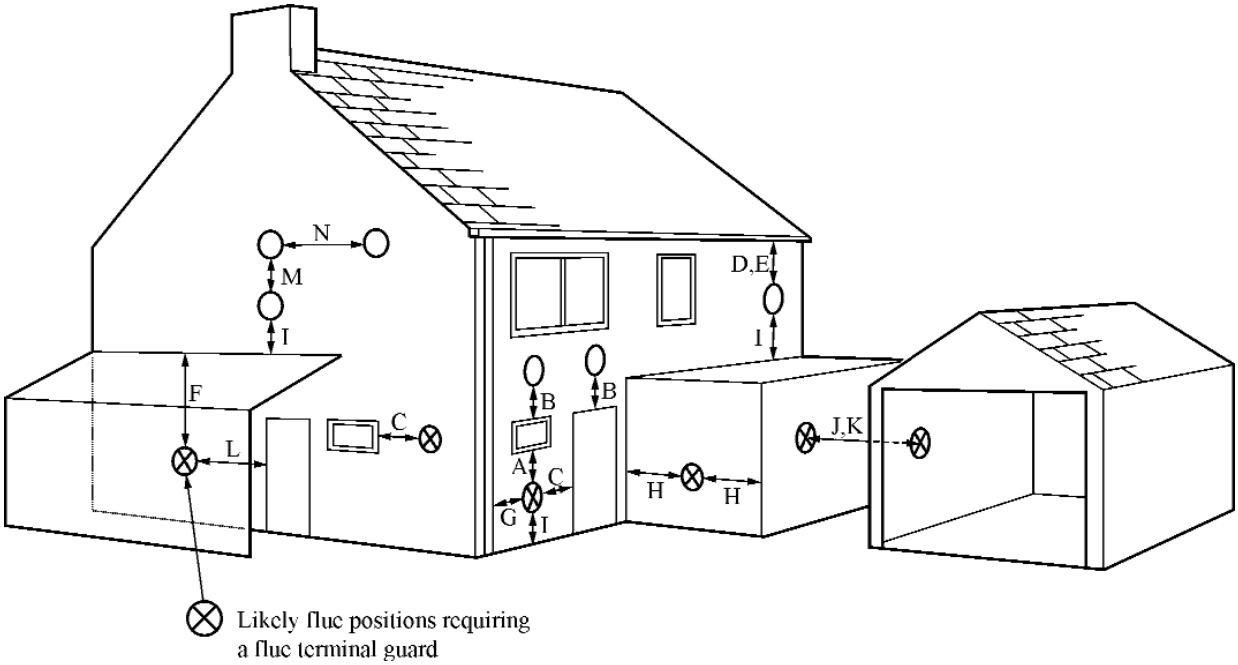

Key	Terminal position	Minimum distance (mm)
A*	Directly below an opening, air brick, opening window etc.	300mm
B*	Above an opening, air brick, opening window etc.	300mm
C*	Horizontally to an opening, air brick, opening window etc.	300mm
D	Below gutters, soil pipes or drain pipes.	300mm
E	Below eaves.	300mm
F	Below balconies or car port roof.	600mm
G	From a vertical drain pipe or soil pipe.	300mm
H**	From an internal or external corner.	600mm
I	Above ground, roof or balcony level.	300mm
J	From a surface facing the terminal.	600mm
K	From a terminal facing the terminal.	600mm
L	From an opening in a car port (e.g. door, window) into dwelling.	1200mm
M	Vertically from a terminal on the same wall.	1500mm
N	Horizontally from a terminal on the same wall.	300mm

Figure 5.

*In addition, the terminal should not be nearer than 300mm to an opening in the building fabric formed for the purpose of accommodating a built-in element such as a window frame or door frame (See figure 5).

** The reference to external corners does not apply to building protrusions not exceeding 450mm, such as disused chimneys on external walls.

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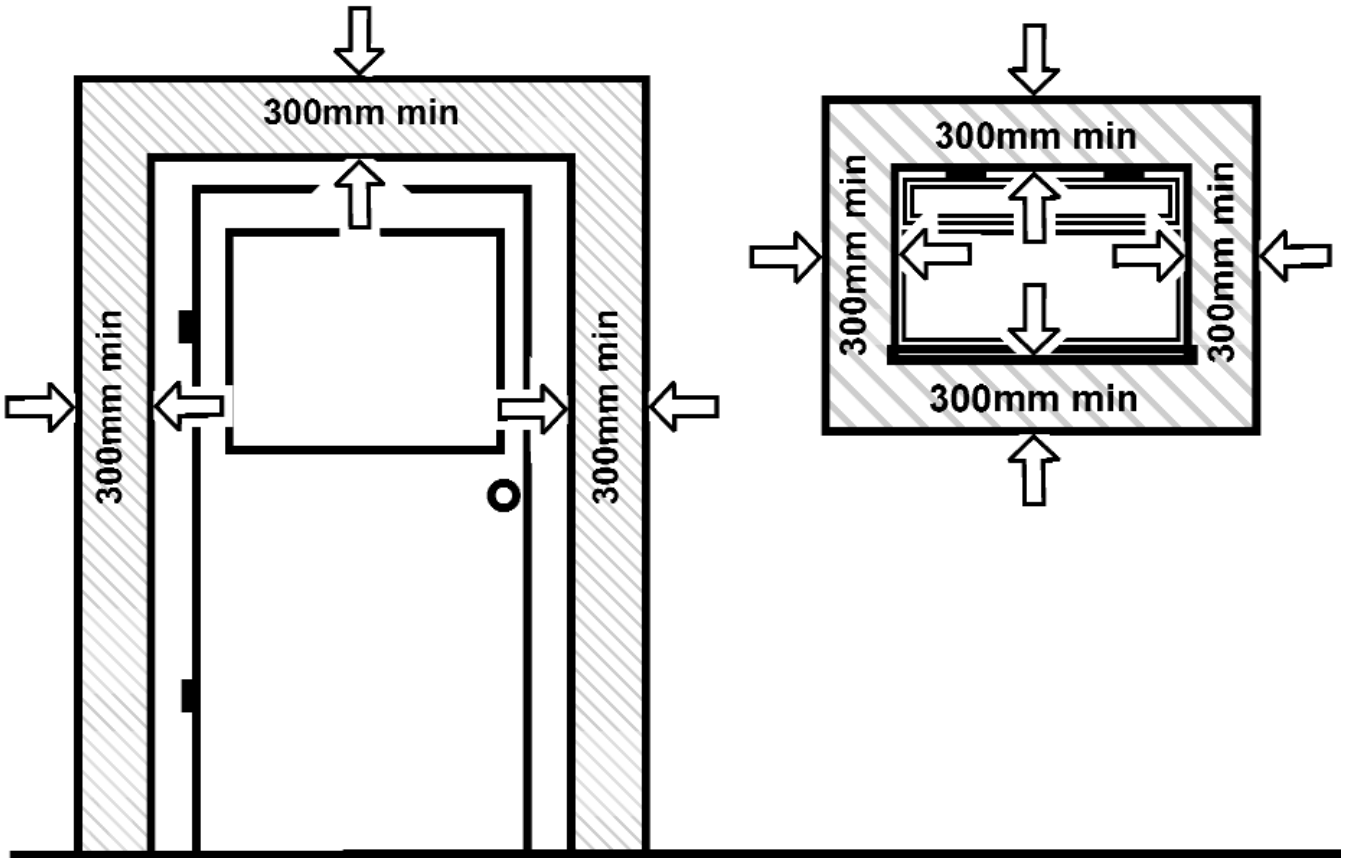

Figure 6.

6. UNPACKING AND PRELIMINARY CHECKS

6.1 Unpacking.

1 Main fire assembly with fascia.
1 Ceramic fuel effect (Packed in the fire).
1 Nut & olive for 8mm inlet pipe.
1 Fire front / fire front casting set.
1 Flue unit.
1 Wall fixing template.
2 Fire retaining cables.
2 Eyebolts.
2 Fibre wall plugs.
2 No 6 self tapping screws.
8 Woodscrews.
8 Plastic wall plugs.
1 Length of flue sealing tape.
1 Literature pack.
1 Terminal guard (supplied flat).

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6.2 Appliance disassembly.

Fascia removal (See figure 7).

- Remove the two screws securing the bottom of the fascia to the sides of the convection box.
- Raise the fascia to allow the retaining lugs at the top to clear the slots in the convection box hood and then lift clear.
- Place the fascia in a safe place away from your immediate work area.

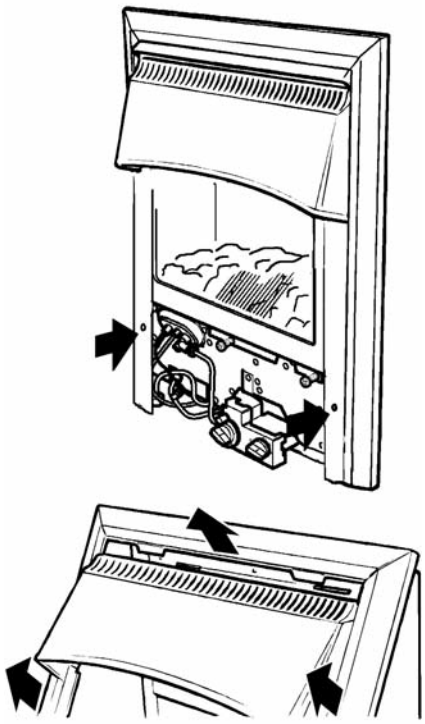

Figure 7. Fascia removal

Window and ceramic fuel effect removal.

- Unscrew and remove the three spring loaded window fixing screws and bushes from the base of the window frame (See figure 8). Keep the screws and bushes in a safe place.
- Gently swing the base of the window frame forward while lifting the frame upwards. The window should lift clear of the fire. Put the window in a safe place away from your immediate work area.
- Carefully remove the ceramic fuel effect in its packaging. The ceramic fuel effect base is a single piece. The individual ceramic pieces are packed separately. Put them in a safe place.

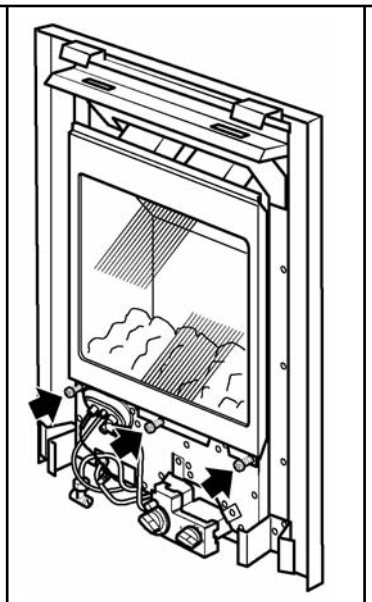

Figure 8. Window removal

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6.3 Preliminary checks.

Check ignition spark (See figure 9).

The pilot burner and electrode unit is at the left front corner of the burner.
Push in the right hand control knob and turn anticlockwise through the ignition position marked

and up to the pilot position marked .

A spark should flash across from the pilot electrode to the pilot burner hood. If there is no spark, check that the spark gap is as shown.

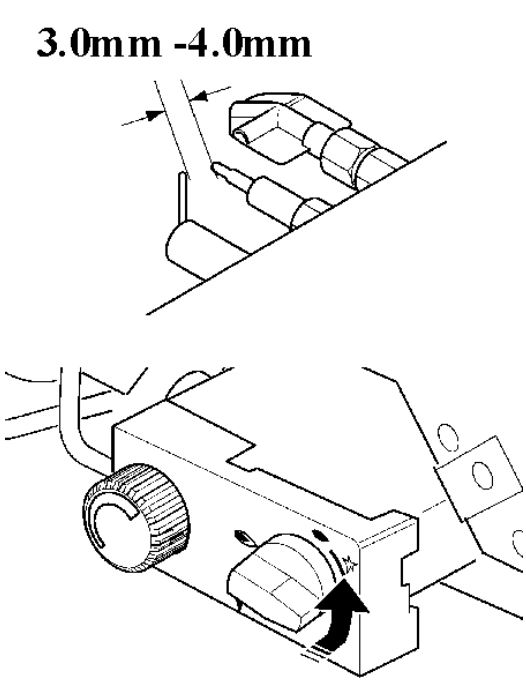

Figure 9. Ignition

7. GAS SUPPLY CONNECTION

A nut & olive are provided for an 8mm pipe inlet connection to the inlet ‘T’ connector at the bottom front of the appliance. This can be rotated to allow a connection from any direction and includes a valve for isolating the gas supply.
The supply pipe must be rigid material. Flexible pipe must not be used.

Concealed supply pipe connecting from rear of the appliance.
Before the appliance is installed it will be necessary to extend the supply line so that it will project through the sealed opening at the back of the fire case and run to the inlet ‘T’ connector at the front.
Make sure that the supply line run up to the rear opening is kept away from the area that will be taken by the appliance case when it is installed.
Note that when fitted the centre of the appliance inlet ‘T’ connector is 25mm above the floor.
Cut a slit in the seal at the back of the appliance case. The seal must envelop the pipe. **Do not slit the seal unless the supply pipe is to pass through it.**
Cap the open end of any supply pipe installed before the wall is drilled to prevent any debris or dust etc. entering the pipe.

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8. WALL PREPARATION

8.1 Select appliance position.

The flue must be installed so that it is at right angles to the back panel of the fire all round the flue circumference.

For timber framed buildings make sure that the flue opening will be between studs. When being recessed into a non-combustible wall or builders opening the fire itself should be fitted vertically against a flat wall. Where this is difficult to achieve due to building inaccuracies care should be taken to ensure that the back of the fire is not stressed in any way due to distortion of the appliance when tightening the fixing screws. Where necessary, non-combustible packing pieces should be used to provide a satisfactory fixing surface.

8.2 Constructing a recessed opening.

Under no circumstances is the fire to be recessed into timber frame constructions or any other combustible wall.

The recess in the wall for the appliance should be within the sizes shown in figure 2. The bottom of the recess should be at the same level as the finished floor in front of the appliance.

A lintel may be required above the recess for the convection box. If in doubt, seek expert building advice before commencing to cut the recess.

8.2.1 Fitting a lintel.

Whenever a lintel is required to support the recess in the inner leaf of a brick/blockwork building, follow the method outlined below (See figure 10).

- The lintel should be either steel (Catnic) or reinforced precast concrete. It should be 750mm long x 75mm deep x inner leaf thickness.
- The opening should be, as near as possible, centrally below a joint in the inner leaf block.
- Cut out the opening for the lintel.
- Where cutting through masonry, drill pilot holes and then cut out the slot using a mechanical cutter. This will minimise damage to the surrounding structure.
- Insert the lintel. Bed the lintel on mortar. Don't dry bed. Slate pin to ensure the lintel and

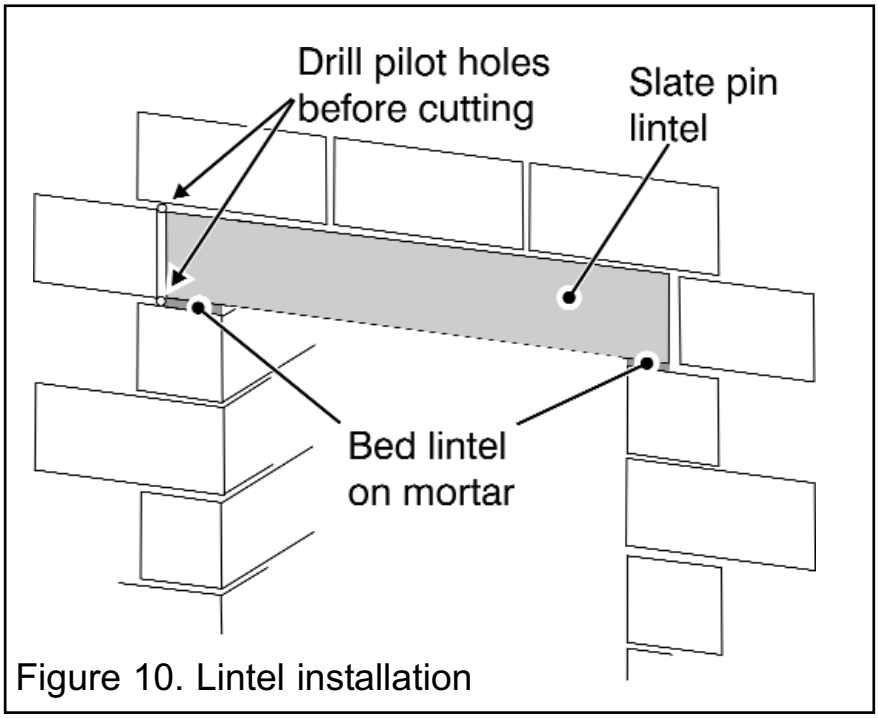

Figure 10. Lintel installation

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structure above is secure and safe.

- Make the opening below the lintel by removing the masonry and clearing debris. If the cavity has loose fill (e.g. granular) insulation material, pack the edges of the opening with Rockwool as you proceed to hold back the insulating material.

8.2.2 Preparing a wall cavity.

- The wall cavity must not be bridged other than by the flue unit. The appliance case must not project into the cavity between the inner and outer walls by more than 10mm.
- The cavity should be sealed where the opening has been cut. We recommend filling fully across the cavity with Rockwool or equivalent to at least 100mm above and each side of the recess opening (See figure 11).
- An alternative to rockwool **above** the opening is to seal across the top of the cavity with Superlux board or equivalent. The board should slope downward to the back so that any moisture will be channeled to the outside (See figure 11).

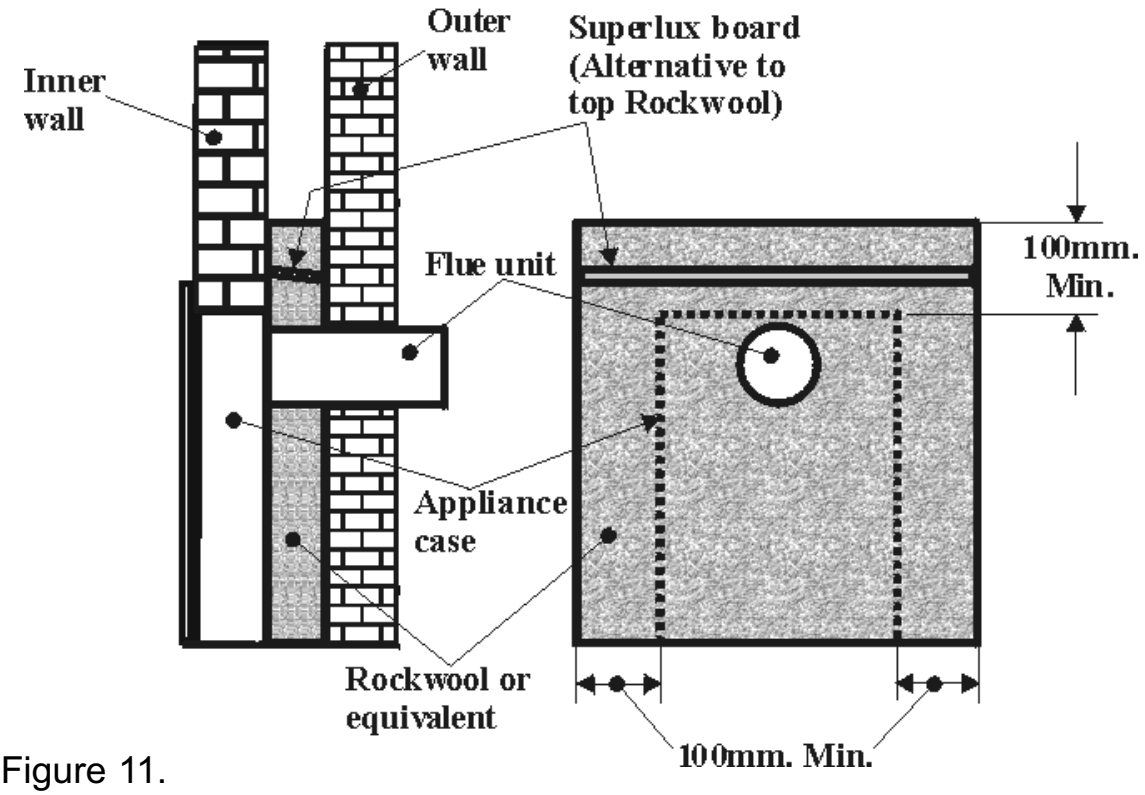

Figure 11.

8.3 Combustible wall materials.

- For brick or other non-combustible wall constructions, be sure to remove any combustible wall cladding material from the area shown in figure 3.
- For Timber frame buildings, the back surface of the appliance case must be separated from the timber frame by 25mm of non-combustible material. This can consist of the usual 12.5mm thick plasterboard plus a 12.5mm thick sheet of non-combustible insulating material (e.g. fibre cement board). As an option, a pre-cut insulating sheet is available from your appliance supplier or direct from Valor Fires –

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Ask for Valor Fires part no. 0591221. The insulating sheet can be used to seal the annular gap between the flue unit and the inner leaf sleeve (See section 8.5). Do not permanently fix the insulating sheet to the wall at this stage (See section 9.2).

8.4 Cutting the flue hole for brick, stone etc. building.

Cut the hole for the flue unit. Make sure that it is straight and level. Though a hammer and chisel can be used, using a core drill is by far the quickest and simplest method for normal brickwork.

- Before cutting the hole in the wall make sure that the height to the top surface of the finished floor or hearth is known. The height from this surface to the flue hole centre is shown in figure 2. The terminal position must also comply with the location requirements given in section 5.10.2.
- Place dust sheets on the floor and over any furnishings etc.
- Place the template against the wall. Make sure that the centre of the flue hole is as shown in figure 2.
- Pierce the template at the centre of the screw fixing holes and the flue hole and mark the positions on the wall. Remove the template.

8.4.1 Core drilling.

- Drill a pilot hole through the wall. Inspect the hole to ensure that it is in the brickwork and not in mortar. If it is in mortar, it is advisable to reposition the hole approximately 25mm away - Make sure that the minimum side clearances and height are complied with. Remember to reposition the screw fixing holes.
- Drill the flue hole with a 152mm (6in) core drill. Where practical, it is recommended that the hole is drilled from inside the building to about half the wall depth with the remainder drilled from outside. This ensures that the edges of the hole are clean on both sides.

8.4.2 Hammer and chisel cutting.

- Mark a 152mm (6in) diameter circle for the flue hole. Chisel out the area marked.
- It may be necessary to make good both the internal and external wall faces. To achieve a neat finish and to make any future removal of the flue unit easier, it is recommended that a cardboard cylinder is formed around the flue unit and inserted in the hole while making good. Remove the cardboard cylinder after making good.

8.4.3 Leaving a hole for a building under construction.

- It will be convenient to use a non-corrosive metal tube 160mm diameter built into the wall at the correct position for the flue unit.

8.5 Cutting the flue hole in timber frame buildings.

Drill the pilot hole and hole in outer wall as section 8.4.

- Since the flue will pass through combustible material in the inner leaf of the wall, a

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non-combustible sleeve 203mm (8in.) diameter will be required round the flue (See figure 12).

- Cut a hole through the inner leaf to accommodate a non-combustible sleeve 203mm (8in.) outside diameter. To minimise the effect of breaking through the vapour control layer (VCL), if possible, cut the hole approximately 10mm undersize so that the sleeve will be forced through the layer. A recommended technique for cutting the inner leaf is shown in figure 12.
- Fit the non-combustible sleeve to the inner leaf. The sleeve must extend to be at least flush with the breather membrane/timber sheathing but must not protrude more than 10mm into the cavity.
- The annular gap between the flue unit and the sleeve must be sealed to prevent air heat and moisture passing along it. The 12.5mm insulating sheet (See section 8.3) can be used for this. Do not permanently fix the insulating sheet to the wall at this stage (See section 9.2).

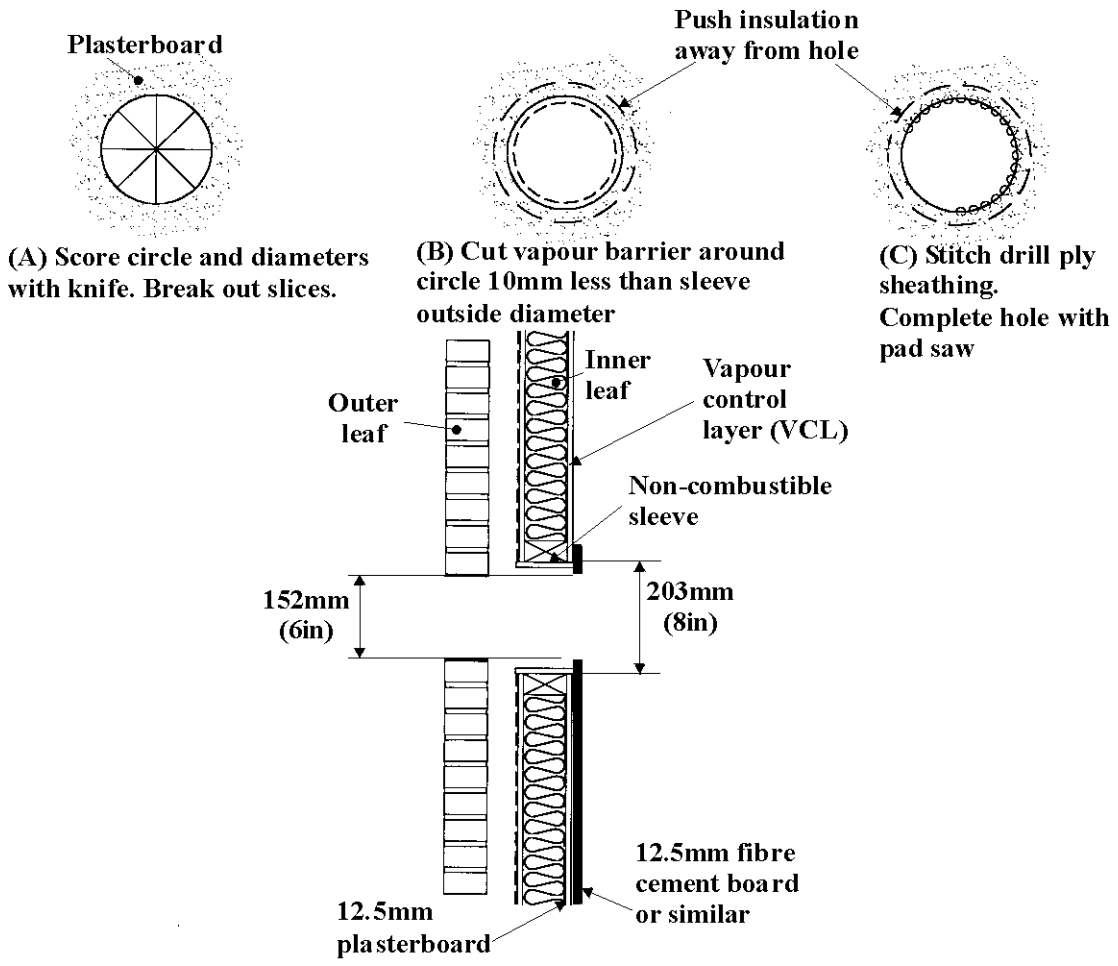

Figure 12. Timber frame wall preparation

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8.6 Prepare appliance fixing holes.

8.6.1 Screwing case to wall.

- Recheck the position of the screw fixing holes relative to the flue hole.
- Drill the four fixing holes to a minimum depth of 42mm using a suitably sized masonry drill for the wall plugs supplied.
- Insert four plastic wall plugs supplied.

8.6.2 Using cable retention.

- Thread the two tension cables through the appliance case side holes as shown in figure 13.
- Move the appliance towards the recess and mark on the recess back wall the position for the two eyebolt holes.
- Remove the appliance and drill at the marked positions using a suitably sized masonry drill for the wall plugs supplied.
- Insert the two fibre wall plugs supplied.
- Fit the two eyebolts.

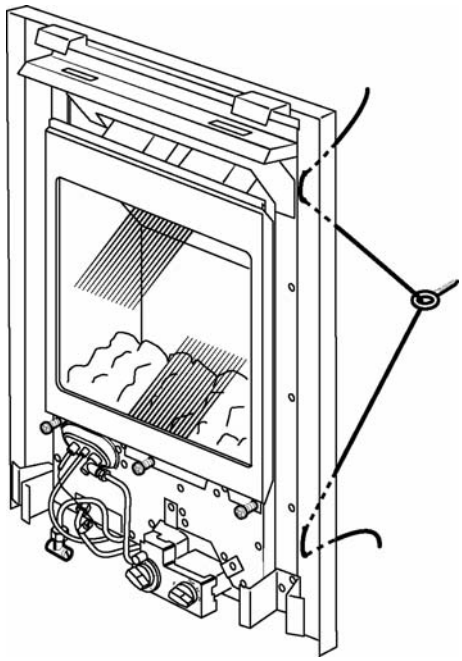

Figure 13. Cable retention

9. FLUE AND TERMINAL INSTALLATION

9.1 Cutting flue to size.

- <u>For outset appliances with surround or spacer</u>

Measure the total wall thickness from the outside surface of the wall to the inside face of the surround or spacer. Deduct 35mm from this measurement to obtain the correct length of flue unit required (See figures 14 & 15).

- <u>For appliances inset in a recess</u>

Measure the total finished wall thickness including plaster etc. Deduct 35mm from this measurement to obtain the correct length of flue unit required (See figure 14).

- Mark off the flue length on the outer (air) tube measuring from the end of the terminal.
- Insert the polystyrene ring between the inner and outer tubes to support them. Cut both tubes squarely at the marked distance. **Important: Remove all polystyrene from the flue unit after cutting.**

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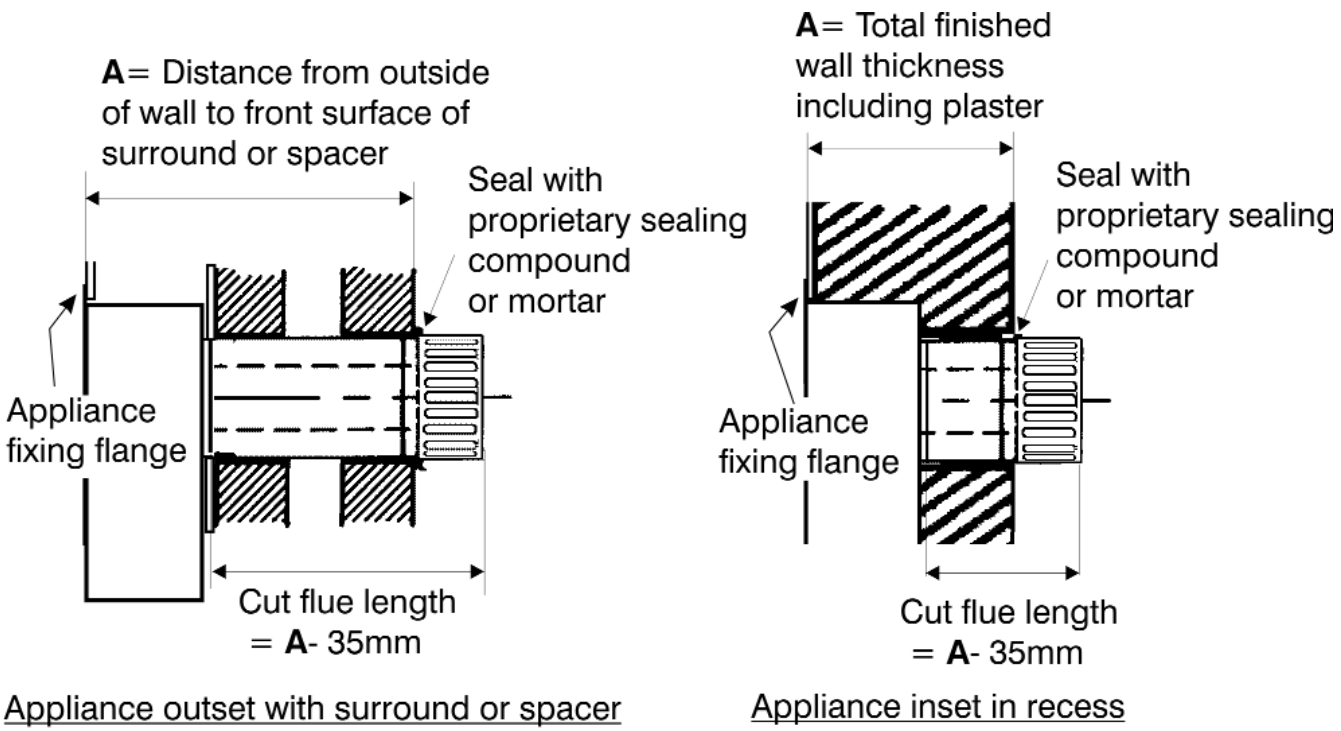

Figure 14. Flue unit installation - Brick etc. building

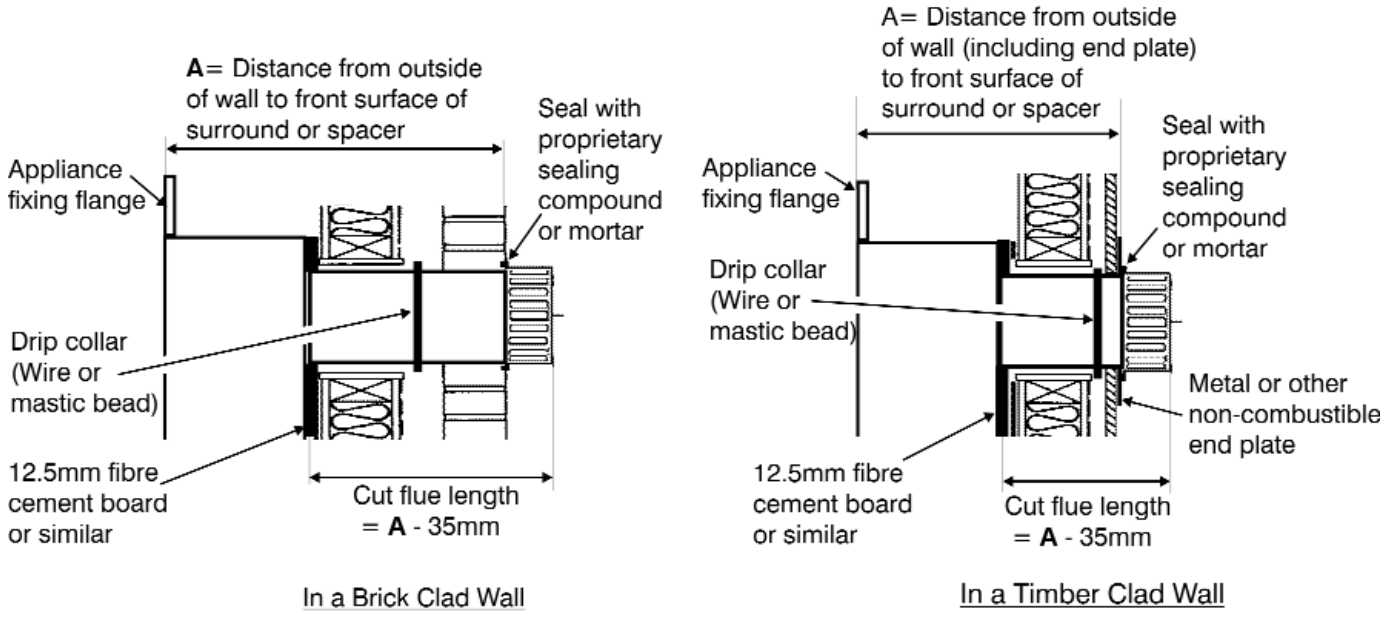

Figure 15. Flue unit installation - Timber framed building.

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9.2 Fitting to wall.

- Fit the flue tubes firmly over the spigots at the rear of the fire. Make sure that the seam on the flue tube is not at the bottom. Push on until the outer (air) tube just covers the slots in the appliance outer spigot (See figure 16).
- Secure the flue to the fire by drilling through the outer flue tube and outer spigot at a distance of between 6mm & 7mm from the cut end of the outer flue tube and securing with the two no.6 self tapping screws supplied (See figure 16).

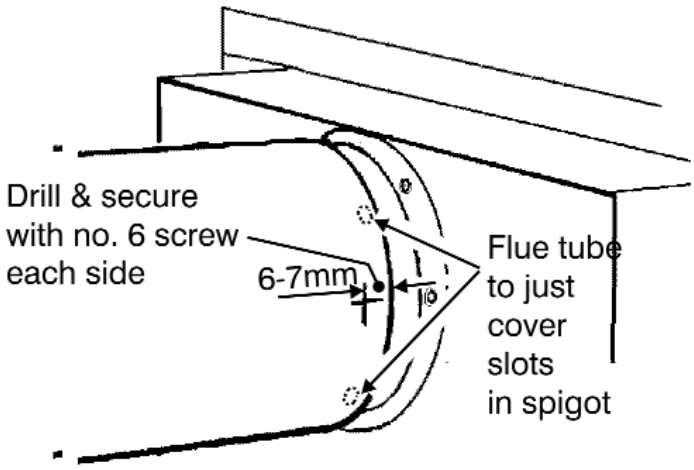

Figure 16. Flue securing

- Seal the flue unit all round the circumference of the outer spigot with the tape supplied.
- Timber frame buildings: Offer the fire complete with flue unit through the insulating sheet (mentioned in section 8.3). Fit a drip collar round the flue positioned so that it will be located in the centre of the wall cavity (See figure 15). The drip collar can be made by wrapping a non-corrosive wire round the flue or moulding a bead of mastic round the flue.

- Case fixing to wall: Offer the fire complete with flue unit through the wall, Insert the four fixing screws and tighten.
- Cable retention: Fit the eyebolts onto the cables. Thread the cables through the appliance case sides as shown in figure 13. Offer the fire complete with flue unit through the wall. Pull the cables taut.
- Timber frame building with combustible outer leaf (e.g. shiplap boarding): A metal or other non-combustible end plate must be fitted on the outside of the wall. The plate must be concentric with the flue and at least 254mm (10in) square or diameter (See figure 15).
- Seal the outer flue tube to the outside surface of the wall with fireclay or cement. Make sure that the slots in the flue terminal are not closer than 8mm to the wall and are not obstructed by cement.

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9.3 Fitting the terminal guard.

- Fold the terminal guard as shown in figure 17.
- Place the guard centrally over the flue terminal.
- Holding the guard in position and using it as a template, mark on the wall the positions of the four fixing holes.
- Remove the guard. Drill and plug the holes with the four plugs supplied.
- Replace the guard and refix with four woodscrews supplied.

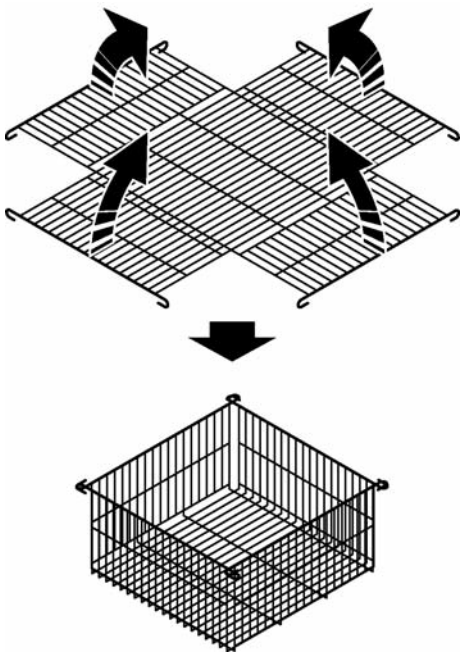

Figure 17. Terminal guard

10. GAS CONNECTION

10.1 Connecting the gas supply pipe.

- Complete the supply pipe connection
- For concealed rear connection, the pipe run should have been extended as in section 7 of this guide. Connect the inlet 'T' connector to the appliance inlet pipe.
- For Side Connection, the pipe should be routed to pass through a cut-out at the side of the casting or case. For right side connection, the pipe should also be formed to clear the control unit. Connect the inlet 'T' connector to the appliance inlet pipe.
- Pressure test the installation pipework for gas soundness in accordance with the current edition of BS 6891.

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11. CERAMIC COALS INSTALLATION

This section is for models supplied with a '<u>Coal</u>' fuel effect only.
For 'Pebble fuel effect' see section 12

The ceramic fuel effect may cause staining / discolouration to decorative surfaces. It is therefore advisable to protect decorative surfaces.

1. Fit the ceramic coal into the fire above the burner. The front of the ceramic coal should locate on the horizontal faces but behind the vertical faces of the two location brackets positioned at the front of the burner module. See figure 18.

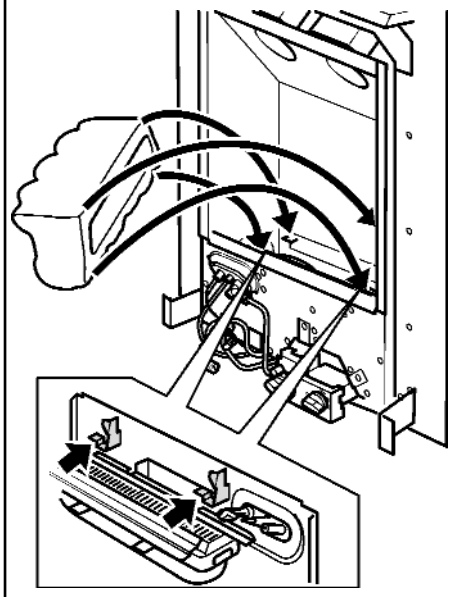

Figure 18. Ceramic coal base location

The coals should be positioned so that the arrows always point towards the back of the firebox. When located into position the stem of each arrow should be at 90° to the rear of the firebox.

2. Hold coal 'A' upright with the arrow pointing to the top. Locate coal 'A' as shown in figure 19.

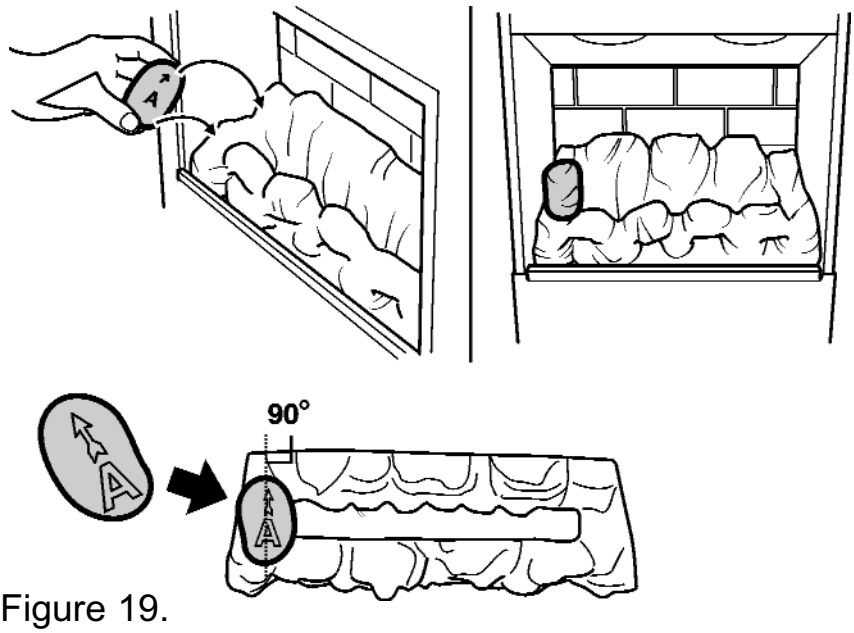

Figure 19.

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3. Hold coal 'B' upright with the arrow pointing to the top. Locate coal 'B' as shown in figure 20.

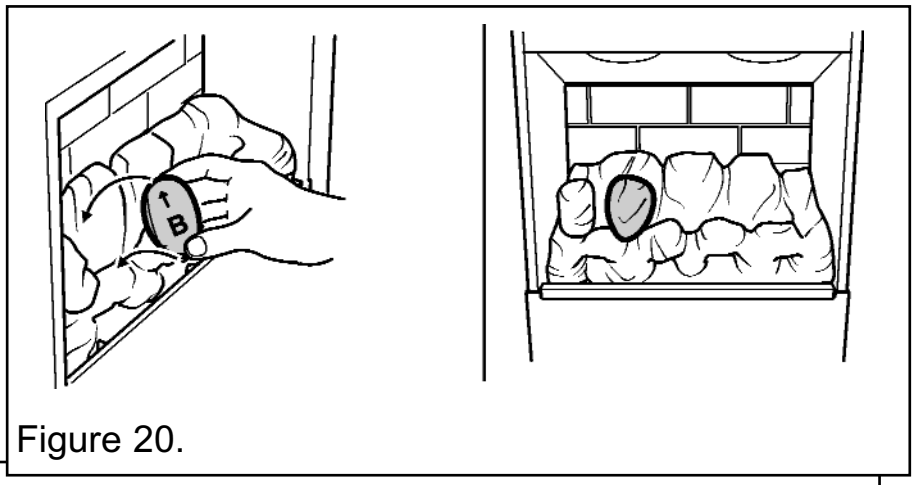

Figure 20.

4. Hold coal 'C' upright with the arrow pointing to the top. Locate coal 'C' as shown in figure 21.

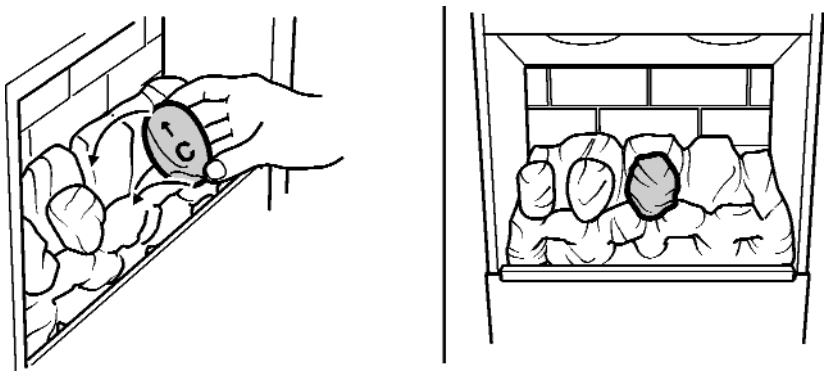

Figure 21.

5. Hold coal 'D' upright with the arrow pointing to the top. Locate coal 'D' as shown in figure 22.

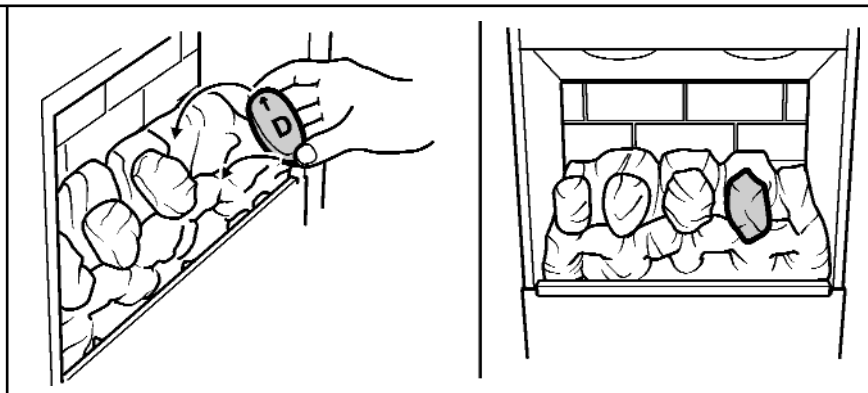

Figure 22.

6. Hold coal 'E' upright with the arrow pointing to the top. Locate coal 'E' as shown in figure 23.

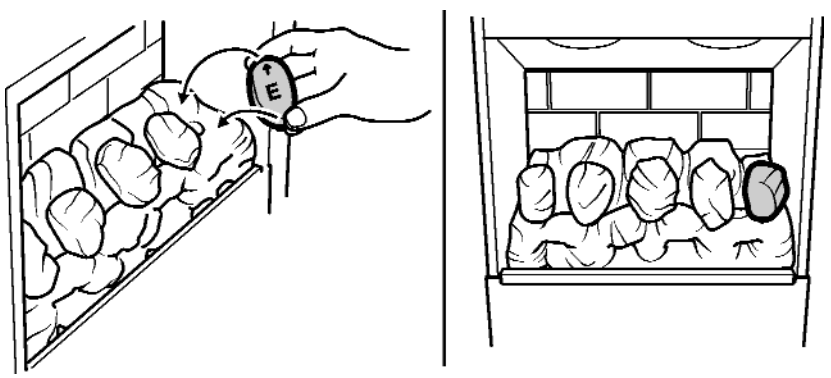

Figure 23.

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12. CERAMIC PEBBLES INSTALLATION

This section is for models supplied with a '<u>Pebble</u>' fuel effect only.
For 'Coal fuel effect' see section 11.

The ceramic fuel effect may cause staining / discolouration to decorative surfaces. It is therefore advisable to protect decorative surfaces.

1. Fit the ceramic pebble base into the fire above the burner. The front of the ceramic pebble base should locate on the horizontal faces but behind the vertical faces of the two location brackets positioned at the front of the burner module (See figure 24).

The pebbles should be positioned so that the arrows always point towards the back of the firebox. When located into position the stem of each arrow should be at 90° to the rear of the firebox.

2. Hold pebble 'A' upright with the arrow pointing to the top. Locate pebble 'A' as shown in figure 25.

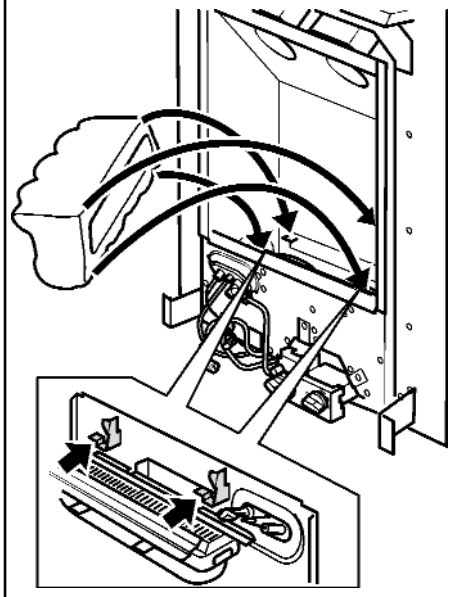

Figure 24. Ceramic pebble base location

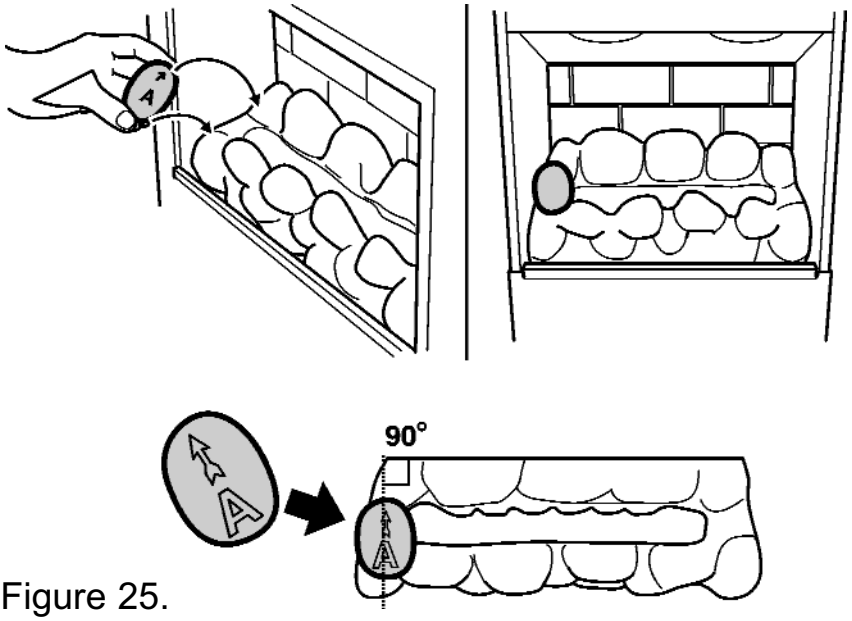

Figure 25.

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3. Hold pebble ‘B’ upright with the arrow pointing to the top. Locate pebble ‘B’ as shown in figure 26.

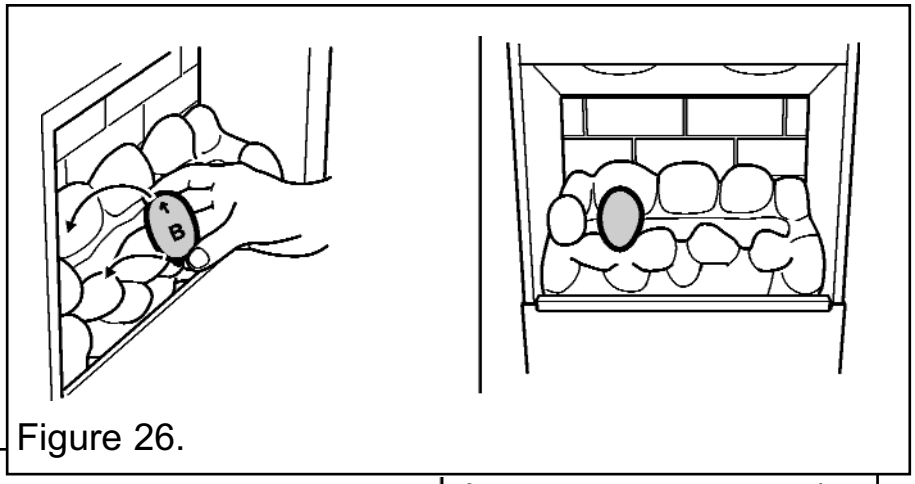

Figure 26.

4. Hold pebble ‘C’ upright with the arrow pointing to the top. Locate pebble ‘C’ as shown in figure 27.

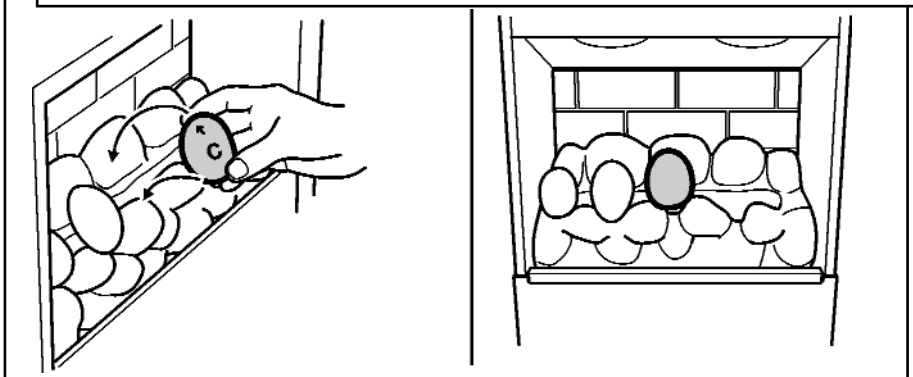

Figure 27.

5. Hold pebble ‘D’ upright with the arrow pointing to the top. Locate pebble ‘D’ as shown in figure 28.

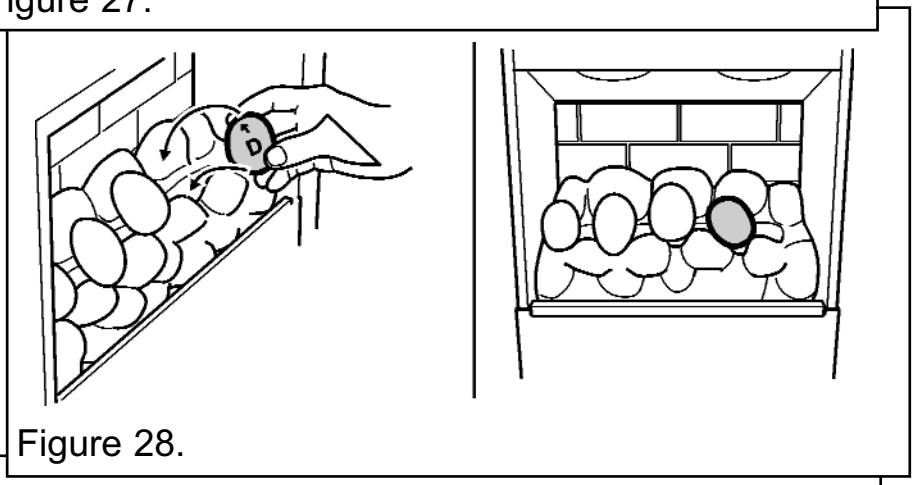

Figure 28.

6. Hold pebble ‘E’ upright with the arrow pointing to the top. Locate pebble ‘E’ as shown in figure 29.

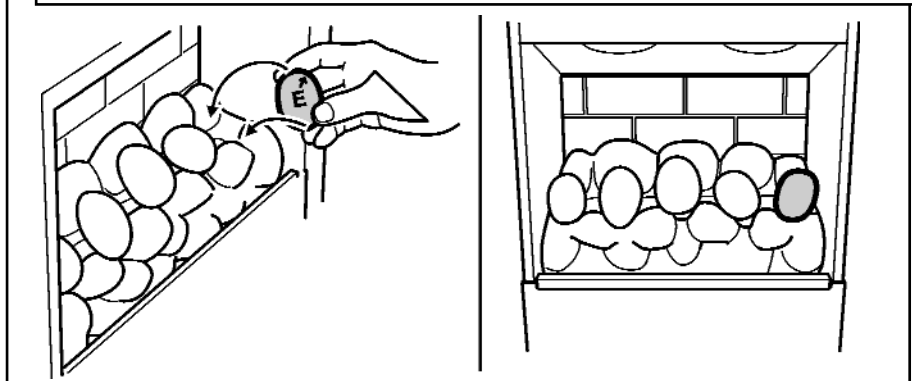

Figure 29.

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13. WINDOW FITTING

Fitting the window.

- Locate the channel at the top of the window over the top of the firebox opening.
- Refit the three spring loaded screws and bushes. The wide part of the bushes should be in contact with the window frame. Tighten sufficiently to seal the firebox.
- **Pull the bottom of the window forward and release to check that the window opens slightly and returns in the event of a delayed ignition explosion.**

14. FULL OPERATING CHECKS

14.1 Check for leaks.

- Turn on the gas supply and check all joints up to the appliance gas tap for gas soundness using a soap solution or leak detection fluid.

14.2 Check control operation.

If the fire is turned off or the flames go out, wait at least 3 minutes before attempting to relight. A safety device in the control stops the fire being turned back on until it is safe.

(See figure 30).

- Turn the left hand control knob fully clockwise.
- Push in the right control knob and, while keeping it depressed, turn anticlockwise through the ignition position marked ☆ and up to the pilot position marked ⬬

The spark should light the pilot. The pilot flame can be seen by looking through the gap near the left side of the ceramic fuel effect front.

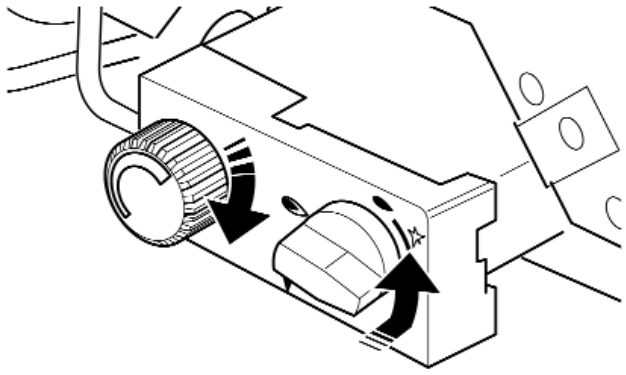

Figure 30. Control

If the pilot does not ignite, keep the knob depressed for a few seconds to purge air from the supply pipes. Then turn back to the off position marked ● and repeat the ignition procedure.

When the pilot has lit, keep the right hand control knob depressed for a few seconds to allow the pilot flame to stabilise then release it. If the pilot does not remain alight ensure that the air has been purged.

Partially depress the right control knob and turn to the main burner position marked ⬭. The main burner should now light at its low position.

The left-hand knob is for burner flame adjustment. Turning it anticlockwise should gradually increase the flame height.

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The flame height control does not have to be re-set every time the fire is lit. It can be kept at any position enabling the customer to use the right hand control only to ignite the burner at the set flame height.

After checking turn the right hand knob to off. Depress the control knob partially at the pilot position ( ), turn clockwise to off (●) and release the knob. If any resistance is felt when turning, release the downward pressure on the knob before continuing to turn.

14.3 Checking inlet pressure.

The burner aeration is non-adjustable. The appliance is preset to give the correct heat input on Natural Gas at 20 mbar (8in w.g) inlet pressure and no further adjustment is necessary. The burner pressure should be checked at the pressure test point located on the inlet 'T' connector (See figure 31). The pressure check should be carried out using a calibrated pressure gauge after removing the test point screw. The fire should be alight and the left hand control knob at its fully anticlockwise setting (Maximum flame height). The pressure setting should be within the limits shown in section 2 of this manual (Appliance data and efficiency). After checking the pressure, turn off the fire, remove the pressure gauge and replace the pressure test sealing screw. Relight the fire and test all gas joints for soundness using a suitable leak detection fluid.

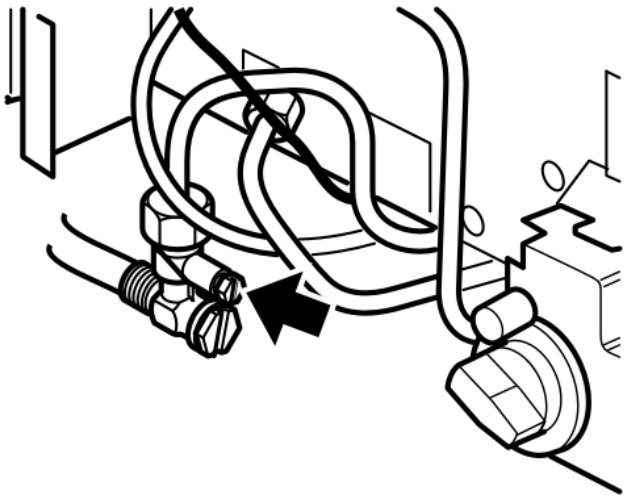

Figure 31. Pressure test point

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15. FASCIA FITTING

If you have not done so already complete the information on the last pages of this guide.

- Remove any protective film from the fascia.
- Locate the two lugs at the top of the fascia in the slots in the convection box hood. Swing the bottom of the fascia sides back against the convection box and lower the fascia so that the lugs are fully seated in the slots in the convection box hood (See figure 32).
- Refit the two screws to secure the bottom of the fascia sides to the convection box side brackets.

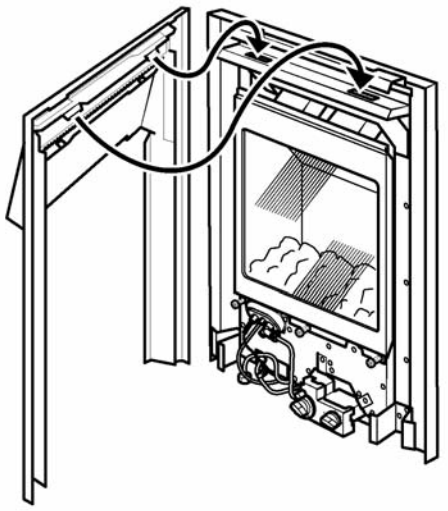

Figure 32. Fascia fitting

Sonnet and Ultimate fascia.

- Fit the fire front casting between the fascia sides.

Locate the two screw heads at the rear top corners of the casting through the keyhole slots at the inner sides of the fascia. If the screw heads do not project enough or project too far, the screws can be adjusted. Lower the casting so that it rests on the hearth (See figure 33).

- Place the bottom front cover casting in position below the fire front casting.

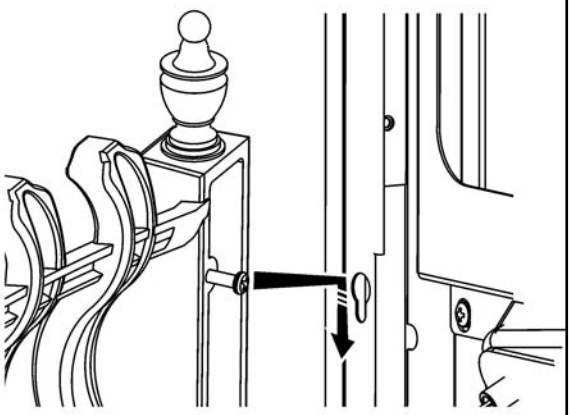

Figure 33.

Camden and Seattle fascia.

- Secure the knob to the front of the fire front with the screw supplied.
- Fit the fire front between the fascia sides.

Locate the two hanging brackets at the rear top corners of the casting through the keyhole slots at the inner sides of the fascia. Lower the fire front so that it rests on the hearth (See figure 34).

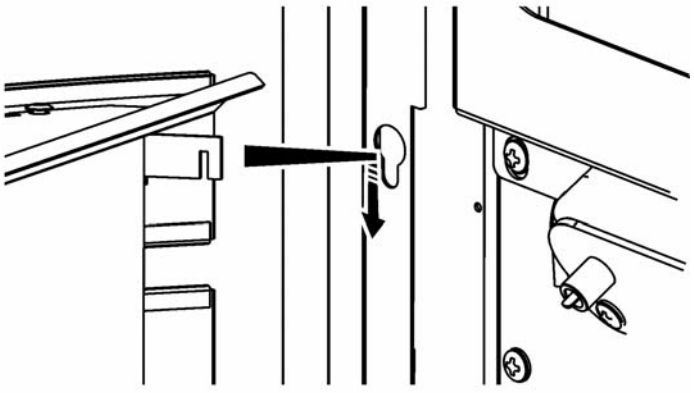

Figure 34.

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16. FINAL REVIEW

1. **COMPLETE THE INFORMATION IN THE WARRANTY AND SERVICE SECTION OF THE OWNER GUIDE (See last pages of the OWNER guide).**

2. Recheck the pilot ignition and operation of the fire through the range of settings.

3. Visually inspect the appliance. Clean off any marks incurred during installation.

4. Advise the customer to read their owner guide before operating the fire and to always follow the advice in the section headed “Cleaning Your Fire”.

5. **Stress that no loose ceramic fuel effect pieces must be added to the ceramic fuel effect supplied with the appliance and that any replacement ceramic fuel effect must only be the authorised spare.**

6. Advise the customer how to operate the appliance. Take the customer through the full operating sequence step by step. Point out that lighting instruction details are contained on the plate attached at the bottom of the appliance. Leave the plate visible in front of the bottom front cover as a reminder to the customer.

7. Advise the customer that the pilot flame can be viewed to ensure that it is alight. Show the user where to view the pilot and point out the illustration in the owner guide showing how to view the pilot.

8. Advise the customer that the pilot can be left alight but mention that if the premises are to be left unoccupied for a lengthy period, it is advisable to turn the pilot off.

9. **Emphasise that if the glass panel is broken or damaged, the fire should be turned off and not used until the window unit is refitted with an authorised replacement.**

10. Recommend that the appliance should be serviced by a competent person at least annually (In the UK a GAS SAFE REGISTER engineer, Outside of the UK a CORGI or GAS SAFE REGISTER engineer). *If the appliance is in premises in the United Kingdom occupied by a tenant, point out that by law a landlord must have any gas appliance, flue and pipework which is situated in a tenant’s premises checked for safety at least every 12 months.*

11. Hand the literature pack with this guide to the customer.

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17. SERVICING & PARTS REPLACEMENT

- **Always turn off the gas and allow the appliance to cool completely before commencing any servicing. (The inlet 'T' connector on this appliance incorporates an isolating valve)**
- **Always test for gas soundness after refitting the appliance.**
- **This product uses a fuel effect, a burner compartment rear wall and gaskets containing Refractory Ceramic Fibres (RCF), which are man-made vitreous silicate fibres. Excessive exposure to these materials may cause irritation to eyes, skin and respiratory tract. Consequently, it is important to take care when handling these articles to ensure that the release of dust is kept to a minimum. To ensure that the release of fibres from these RCF articles is kept to a minimum, during installation and servicing we recommend that you use a HEPA filtered vacuum to remove any dust and soot accumulated in and around the fire before and after working on the fire. When replacing these articles we recommend that the replaced items are not broken up, but are sealed within a heavy duty polythene bag, clearly labelled as RCF waste. RCF waste is classed as a stable, non-reactive hazardous waste and may be disposed at a landfill licensed to accept such waste. Protective clothing is not required when handling these articles, but we recommend you follow the normal hygiene rules of not smoking, eating or drinking in the work area and always wash your hands before eating or drinking.**

This appliance does not contain any component manufactured from asbestos or asbestos related products.

17.1 To remove fascia.

Camden and Seattle models

- Lift the fire front clear by lifting up and forward. This will release the hanging brackets from the keyholes in the fascia sides.

Sonnet and Ultimate models

- Remove the bottom front casting.
- Lift the fire front casting clear by lifting the fire front casting up and forward. This will release the locating screw heads at the back of the casting from the keyholes in the fascia sides.

All Models

- Remove the two screws securing the bottom of the fascia to the sides of the convection box.
- Raise the fascia to allow the retaining lugs at the top to

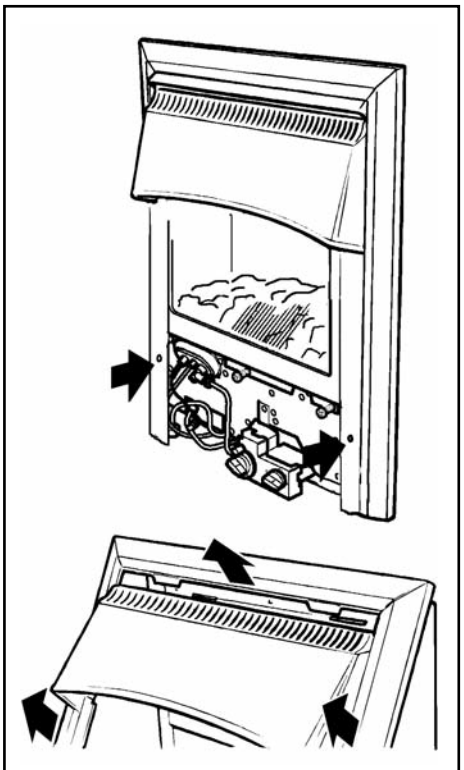

Figure 35. Fascia removal

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clear the slots in the convection box hood and then lift clear (See figure 35).

17.2 To remove window unit.

- Remove the fascia (See section 17.1).
- Unscrew and remove the three spring-loaded window-fixing screws and bushes from the base of the window frame (See figure 36).
- Gently swing the base of the window frame forward while lifting the frame upwards. The window should lift clear of the fire. Put the window in a safe place away from your immediate work area.

Figure 36. Window fixing

17.3 To remove the ceramic fuel effect and rear wall.

- Remove the fascia (See section 17.1).
- Remove the window unit (See section 17.2)
- Lift out the ceramic fuel effect.
- Remove the rear wall by carefully sliding it upwards to clear the retaining channel and then swinging the top slightly forward.

17.4 To remove the complete burner module.

- Remove the fascia (See section 17.1).
- Remove the window unit (See section 17.2).
- Lift out the ceramic fuel effect and rear wall (See section 17.3).
- Isolate the gas supply using the inlet 'T' connector on the appliance.
- Unscrew the nut from the top of the inlet 'T' connector.
- Detach the burner front cover by unscrewing the 10 screws at the front of the burner module shown in figure 37.

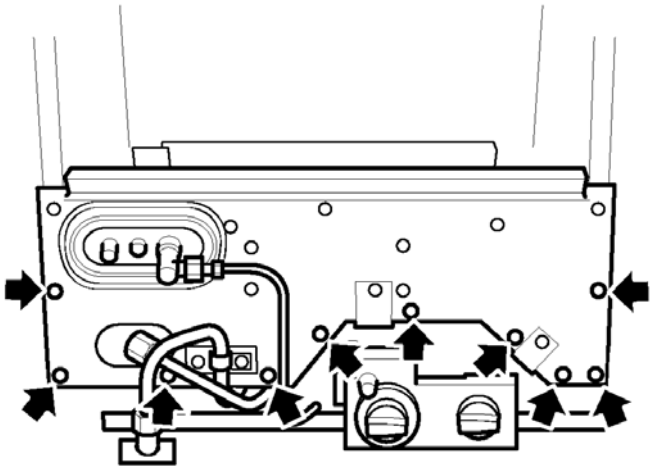

Figure 37. Burner module fixing screws.

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17.5 To remove the burner from the burner module.

- Remove the complete burner module as in section 17.4.
- Support the injector elbow and unscrew the pipe nut from its base.
- The burner bracket is secured to the front cover by four screws. Remove these screws.
- The burner and its bracket can now be lifted clear of the module.
- If replacing the burner unscrew the two nuts securing the burner bracket to the burner. Remove the burner.
- Replace in the reverse order.

17.6 To remove the injector.

- Remove the complete burner module as in section 17.4
- Support the injector elbow and unscrew the pipe nut from its base.
- The burner bracket is secured to the front cover by four screws. Remove these screws.
- The burner and its bracket can now be lifted clear of the module.
- Unscrew the injector from the burner.
- Replace in the reverse order.

17.7 To remove the pilot unit.

(See figure 38).
Note: The Pilot unit must be replaced as a whole assembly. Its individual components are not separately replaceable.

- Remove the complete burner module as in section 17.4
- Remove the electrode lead at the pilot. Do this by holding the lead as close to the electrode as possible. This will limit the possibility of damaging the lead connection.
- Unscrew the nut connecting the pilot to the pilot pipe.
- Unscrew the thermocouple at the rear of the gas valve.
- Unscrew the two screws securing the pilot to the module front.
- If the pilot gasket is damaged in any way it must be replaced.
- Replace in reverse order.

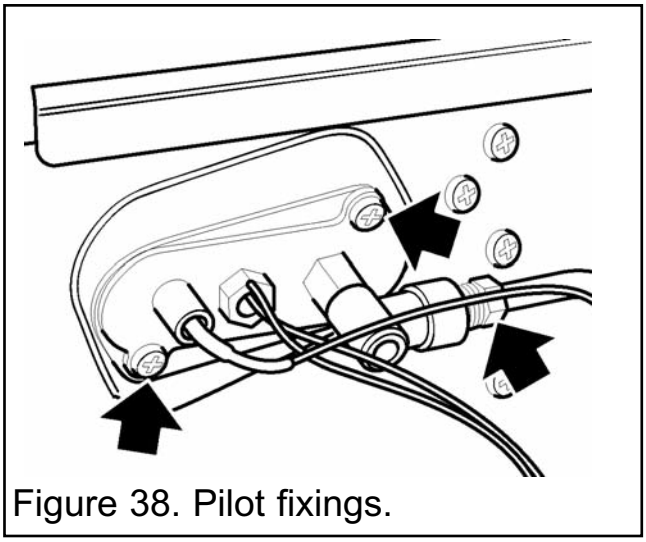

Figure 38. Pilot fixings.

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17.8 To remove the gas valve.

- Remove the complete burner module as in section 17.4
- Remove the electrode lead at the pilot. Do this by holding the lead as close to the electrode as possible. This will limit the possibility of damaging the lead connection.
- Unscrew the thermocouple at the rear of the gas valve.
- Undo the inlet, outlet and pilot nuts on the gas valve.
- Remove the two mounting screws on the underside of the gas valve
- Remove the valve by sliding it forward.
- Replace in reverse order.

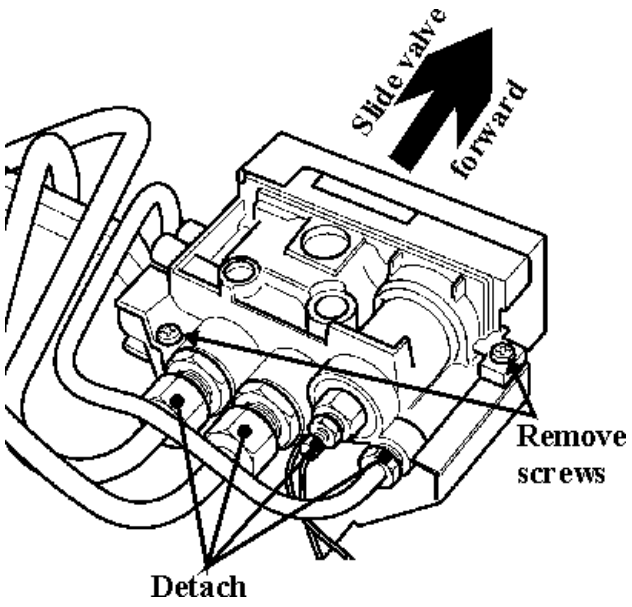

Figure 39. Control valve removal.

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OWNER GUIDE

FOR WARRANTY AND SERVICE INFORMATION
SEE PAGES 47 TO 51

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This gas fire is designed to meet the most stringent quality, performance and safety requirements to provide you with many years' trouble-free service.

This guide aims to improve your understanding and appreciation of your gas fire by providing simple and informative instructions to ensure that you benefit from the excellent performance and features it has to offer.

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SAFETY

IF YOU SMELL GAS

- **DON'T SMOKE.**
- **EXTINGUISH ALL NAKED FLAMES.**
- **DON'T TURN ELECTRICAL SWITCHES ON OR OFF.**
- **TURN OFF THE GAS SUPPLY AT THE METER.**
- **OPEN DOORS AND WINDOWS TO GET RID OF THE GAS.**
- **IMMEDIATELY CALL THE GAS EMERGENCY SERVICE FROM A NEIGHBOURS PHONE - SEE YOUR LOCAL TELEPHONE DIRECTORY.**

Do have the fire installed by a competent person. In the United Kingdom, installation must be in accordance with the latest edition of the Gas Safety (installation & use) Regulations. In the Republic of Ireland, installation must be in accordance with all national and local regulations in force.
Do have the fire installed in accordance with the installer guide.
Do provide a minimum clearance of 780mm from the base of the fire to any shelf made of wood or other combustible material where the shelf is not more than 150mm deep. For a shelf deeper than 150mm, add 12.5mm to the clearance for every 25mm of additional shelf depth (See figure 1)

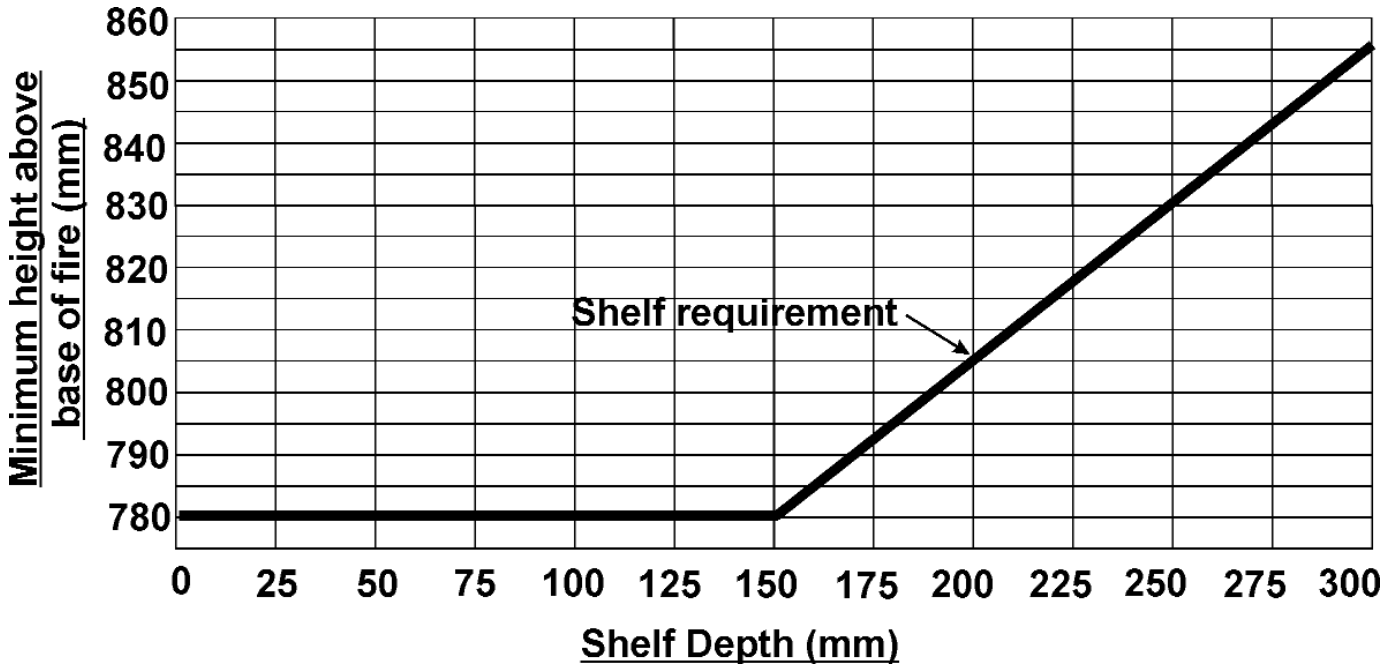

Figure 1. Combustible shelf clearances.

Do provide a minimum clearance of 51mm each side of the fire for servicing access.
Do provide a suitable guard which complies with BS 8423 for the protection of young children, the elderly, the infirm and pet animals. *Although this fire conforms to all the*

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applicable standards, it is a heating appliance and certain parts of its surface will become hot.

Do wait six minutes before attempting to relight if the fire is switched off or the flames are extinguished for any reason. *Your fire is fitted with a safety device which will automatically shut off the gas supply to the fire if, for any reason, the flames go out.*

Do get advice about the suitability of any wall covering near your fire. Soft wall coverings (e.g. embossed vinyl, etc.) which have a raised pattern, are easily affected by heat. They may, therefore, scorch or become discoloured when close to a heating appliance. Please bear this in mind whenever you are considering redecorating (See section 5.5.3 of the installer guide).

Do keep the flue terminal on the outside wall free from all obstructions and blockages.

Don't hang clothing, towels or any other fabrics over the fire.

Don't use the fire without the glass window panel in position or with damaged glass.

Don't add any loose ceramic fuel effect pieces on to the ceramic fuel effect supplied with the fire. This could cause a safety hazard.

Don't use the fire without the ceramic fuel effect and rear wall correctly in position or if they are damaged.

Don't place any carpet, rug or other soft surface material under or within 300mm forward of the appliance over its full width side-to-side. (Although this fire does not have to be on a non-combustible hearth, such soft materials could interfere with the air flow into and through the bottom of the heater)

Don't attempt to clean or service the fire until it has been switched off and allowed to cool completely.

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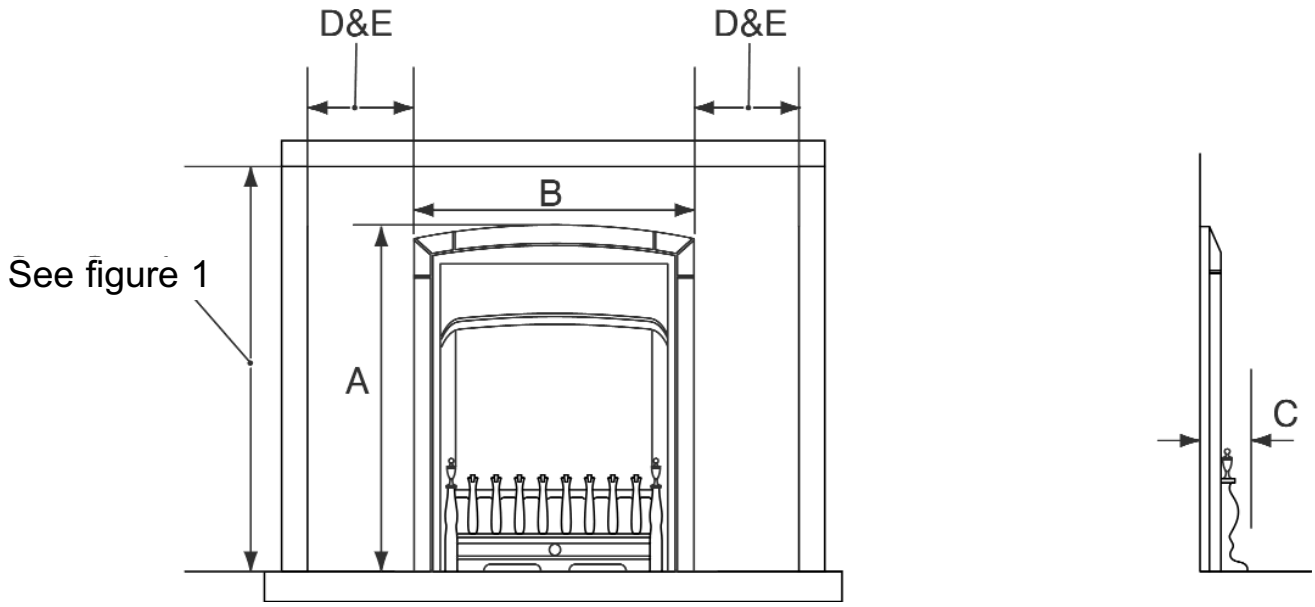
APPLIANCE DIMENSIONS



Key	Description	Model	
		Ultimate & Sonnet	Camden & Seattle
A	Appliance height (mm)	607	607
B	Appliance width (mm)	487	487
C	Appliance depth into room (mm)	140	172
D	Minimum **mandatory** clearance to **combustible** surfaces projecting beyond the front of appliance (mm).	102	102
E	**Recommended** clearance to **non-combustible** surfaces for access purposes (mm).	51	51

Figure 2. Appliance dimensions and clearances (Fire dimensions are subject to manufacturing deviation). Fascia may differ from that shown.

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GAS CONSUMPTION

Model 541

Has a maximum natural gas input of 3.65kW (Gross)
Has a maximum natural gas output of 2.8kW

Has a minimum natural gas input of 1.5kW (Gross)
Has a minimum natural gas output of 1.13kW

OPERATING YOUR FIRE

The pilot may be left alight. It is advisable, however, that the pilot is turned off if the premises are to be left unoccupied for a lengthy period.
For your safety the fire is fitted with a flame supervision device which will shut off the gas supply if for any reason the pilot goes out. This device incorporates a fixed probe which senses the heat from the pilot flame. If the probe is cool the device will prevent any gas flow unless the pilot lighting knob is held in. This device also stops the fire being turned back on until it is safe after it has been turned off.
If, for any reason, the fire goes out or if the fire is turned off, always **wait at least six minutes before attempting to relight**
If the device starts to shut off the gas frequently, get expert advice.

The controls are shown in figure 3.

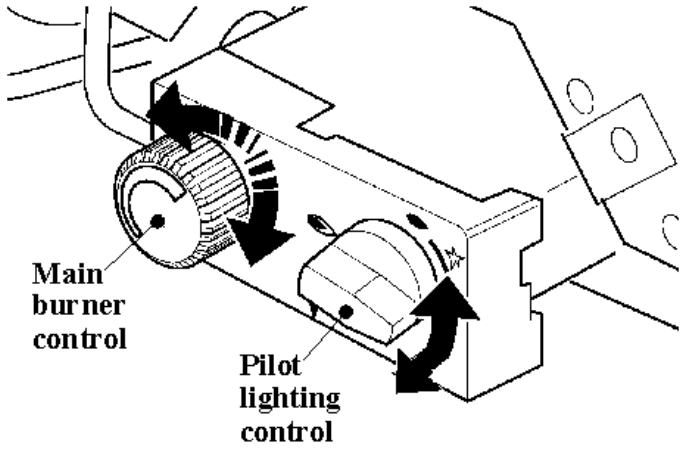

Figure 3. Controls

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To light the pilot.

- Push in the right control knob (the pilot lighting knob) and, while keeping it depressed, turn anticlockwise through the ignition position marked ✶ and up to the pilot position marked ⬬ . The spark should light the pilot. The pilot flame can be seen by looking through the gap near the left side of the coal front (See figure 4).
- When the pilot has lit, keep the right hand control knob depressed for a few seconds to prevent the flame supervision device from shutting off the gas supply while its probe warms up, as explained above, then release it. If the pilot does not remain alight turn the knob back to the off position marked ●. Wait a few seconds and repeat the lighting sequence.

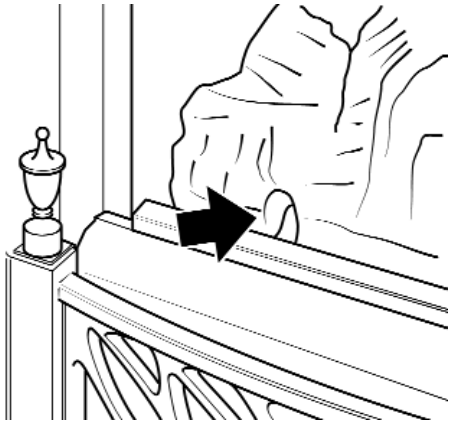

Figure 4. Pilot flame (Fascia may differ from that shown)

To light the main burner.

- Partially depress the right control knob and turn to the main burner position marked ⬭. The main burner should now light at its low position.
- The left-hand knob is for burner flame adjustment. Turning it anticlockwise should gradually increase the flame height and heat output. Turning clockwise reduces the flame height and heat output.
- The burner flame control does not have to be re-set every time the fire is lit. Once set, it can be left at that position allowing you to use the right hand control only to ignite the burner at the set flame height.

To Turn off the main burner only.

- Turn the right hand control knob to the pilot position marked ⬬ .

To turn off the main burner and pilot.

- Turn the right hand control knob to the pilot position marked ⬬ . Push the knob in at this position and turn to the off position marked ●.

CLEANING YOUR FIRE

Turn the fire off and allow it to cool completely before attempting any cleaning. Note that the fire will retain heat for some time after it has been turned off.

Metal parts.

Clean the metal parts with a slightly damp cloth and then dry. **Do not use abrasive cleaners, they could scratch the surface.**

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MAINTENANCE

Regular maintenance.
In order to achieve and maintain high levels of personal safety and performance efficiency it is essential that the flue terminal outside the building is kept clear of any form of obstruction.
We recommend that all gas appliances and their flues are checked annually by a competent person (In the UK a GAS SAFE REGISTER engineer, Outside of the UK a CORGI or GAS SAFE REGISTER engineer).
In the United Kingdom it is the law that a landlord must have any gas appliance, flue and pipework which is situated in a tenant's premises checked for safety at least every twelve months.

WARRANTY AND SERVICE

Standard Warranty Terms & Conditions

The warranty is for 12 months subject to contract.

In the United Kingdom servicing can be carried out either by a **heateam** service engineer or a **GAS SAFE REGISTER** engineer. Outside of the United Kingdom servicing can be carried out either by a **CORGI** or **GAS SAFE REGISTER** engineer. You must register your fire with **heateam**, the service division of Baxi Heating UK Limited, either by completing and returning the registration card or calling our free telephone registration line on **0800 032 72 44**.

It is also a requirement of the warranty that the fire has an annual service (every 12 months) in accordance with the installation and servicing instructions, performed by a GAS SAFE REGISTER engineer, (CORGI or GAS SAFE REGISTER outside of UK), please call on **08700 60 30 60**.

Our promise to you

If you experience a fault with your new fire, we aim to provide a safe and high quality repair service supported by our dedicated national network of highly skilled engineers. If your installer can't resolve the problem for you, we will do everything we can to get an engineer out to you as quickly as possible. Nothing in this warranty will affect your statutory rights.

What you need to do if you experience a problem with the operation of the fire:

- You should always contact your installer first, because the cause of the fault may not be related to the fire.
- If your installer confirms that the fault is with the fire and they can't repair it, our friendly customer service team is on hand to help.
- Simply call our service division heateam on 08706 090 081 to book an engineer visit or for any general advice that you may need. Our contact centre is open Monday

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to Friday 8am – 6pm, weekends and Bank Holidays 8.30am – 2pm, excluding Christmas Day and New Years day.

When calling **heateam**, it would be helpful if you could have the following information to hand:-

1. Fire serial number and fascia code (Located on the information label - See figure 5 on page 51)*.
2. Date of installation.
3. Your installer name and address details.
4. Fire make and model number.
5. Proof of purchase (if you do not have the fire serial number).

***Note: Details 1 – 4 should be recorded on pages 50 & 51 at the end of this guide.**

What this warranty covers

Free of charge repair or replacement of components found to be of faulty manufacture.

Free of charge replacement of the complete unit providing the failure is related to a manufacturing fault that cannot be repaired or is uneconomic to repair.

What this warranty does not cover

Repairs to fires which haven't been installed and commissioned properly and as set out in the installation instructions.

Faults caused by inadequate supply of gas or electricity (where applicable).

Reimbursement of any third party repair or replacement costs that we haven't been told about or agreed with you in advance.

Compensation or consequential losses (e.g. loss of earnings, business losses, stress and inconvenience) arising from a production breakdown, including repair delays caused by factors outside our reasonable control.

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To be completed by Installer:

Installer Details (Block Capitals)

Installer Name	
Gas Safe Register or Corgi Registration Number.	
Company Name.	
Company Address	
Company Telephone number	
Company Fax number	

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Model

5	4	1

Serial number (Can be found on the information label - See figure 5)

A LABEL CONTAINING THE SERIAL NUMBER MAY HAVE BEEN PLACED INSIDE THIS BOX.

Fascia name (Block Capitals)

Fascia code - Can be found close to the information label (Block Capitals)

A LABEL CONTAINING THE FASCIA CODE MAY HAVE BEEN PLACED INSIDE THIS BOX.

Brand (Please tick)

- ☐ Baxi
- ☐ Valor
- ☐ Wonderfire

Other.....

Date of Installation

D	D	M	M	Y	Y

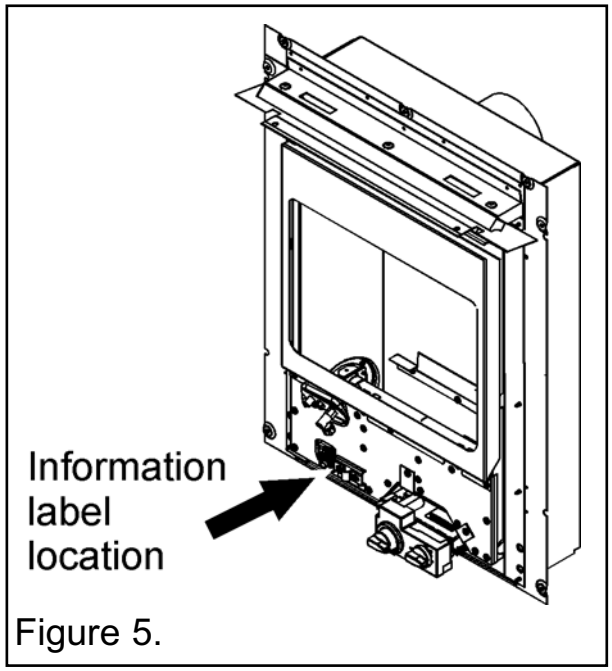

Figure 5.

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VALOR FIRES

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